# WorkLink Region SC Works Operations Plan

12/31/2013



Prepared by: WorkLink WIB Staff, Henkels & McCoy, Inc. (SC Works Operator) & our Partners



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### **Executive Summary**

In preparation for the One Stop Certification, the South Carolina Department of Employment and Workforce (SCDEW) asked all of the Workforce Boards to submit an operational plan. The plan focuses on the daily operations of the comprehensive center. The Plan has been prepared with the involvement of several partners that worked as part of a committee to provide input into the operational plan for the Clemson Comprehensive Center. SCDEW, Henkels & McCoy (the contracted operator for the WorkLink Workforce Board), AARP, WorkLink, and Tri-County Technical College all sent representatives to the meetings to provide their input. These partners were invited due to their involvement with the comprehensive center. Henkels & McCoy was assigned to write the report with the help of the committee's recommendations.

The committee met several times to help Henkels & McCoy prepare to draft the operational plan for the Center. The committee discussed many ideas, topics, and thoughts to help drive the operations for the Center. This plan includes many of the suggestions and recommendations of that committee.

**Objective:** The objective is to effectively and efficiently manage the WorkLink SC Works System and Comprehensive Center within the Vision, Mission, and Core Values established by the WorkLink Workforce Investment Board and in accordance with all Federal, State, and Local Regulations and Policies. We will accomplish this with a fully coordinated and integrated customer service strategy that is local market driven and offers accessibility, convenience and customer choice.

**Management Philosophy:** Our management philosophy is (1) our employees and our partner employees are our greatest assets, and (2) quality job performance builds our business and credibility in the community. When we perform at or above our customers' expectations, we are usually rewarded with more opportunity to serve more Businesses and Job Seekers alike.

**WorkLink System Customers:** Our customers are in three primary groups (1) job-seeking customers, (2) employer customers, and (3) the WorkLink Workforce Development System Partners. We define quality service to these customers as a focused, integrated seamless delivery process and excellent customer service, quality career management, and effective job placement to ensure their long-term success.

**Performance Management:** The WorkLink SC Works System understands that the term quality assurance requires collective action and accountability. True continuous improvement is a result of systematic planning, execution, coordination and verification. The SC Works System Management Team has a central role in developing processes and mechanisms to stimulate consistent, proactive dialogue with the WorkLink Board staff throughout the relationship. In addition, the Management Team focuses on internal communications, coordination of various partnering organizations, and benchmarking to identify and apply organization wide Best Practices. We motivate staff from different organizations and backgrounds through our efficient delivery design structure and our ability to track and report progress. Through this process, we collectively become as strong as our strongest practice. WorkLink SC Works and our customers reap the benefits.

**Staff Development:** Training is a vital part of our continuous improvement program. We believe that exceptional supervision and systematic accountability mechanisms are crucial to performance. Continuous staff development through training, job related certifications, and ongoing meetings to communicate customer service expectations are crucial to the long term success of the system. We emphasize to staff that every customer is different and our ability to customize solutions in response to unique requirements is key to each individual's success. In summary, every customer should expect nothing less than best-in-class service from every employee.

#### Strategic Plan Goals of the WIB:

- 1. We will understand the skill level of the workforce.
- 2. We will involve business in the WIB and WIB activities.
- 3. We will integrate the workforce development system.
- 4. We will create a common theme for the WIB and the workforce system.

#### **Business Overview**

#### **Governance & Oversight**

The SC Works system provides employment services and training opportunities to employers and job seekers consistent with the vision and mission of the governing body: WorkLink Workforce Investment Board (the "Board").

The Vision, Mission, and Core Values of the Board for the WorkLink SC Works System are:

Vision Statement: To have a fully employed, skilled workforce.

Mission Statement: To develop the link between employers and the workforce.

#### **Core Values:**

- Service to the community
- Commitment to the plan
- Knowledgeable /trained Board members
- Responsiveness
- Excellence
- Supreme customer service
- Desire for excellence
- Good stewardship
- Fostering/enhancing existing relationships

The Board's authority is established in both Federal and State legislation. The South Carolina Appalachian Council of Governments (SCACOG) serves as the Fiscal Agent for the Board. The Board and the SCACOG have a separate agreement that specifies the authority and responsibilities for each. The Board has the responsibility for building a one stop system that coordinates resources across 18 federal funding streams. The Board, through its fiscal agent, is the direct recipient of WIA Adult, Dislocated Worker, and Youth funds. The Board may receive additional funds from time to time from a variety of sources, but primarily through the funds administered by the SC Department of Employment and Workforce (SCDEW).

#### **Business Model**

The Workforce Solutions Model is focused on increasing the skill sets and employment levels of the workforce by assisting individuals in obtaining or improving the level of employment that leads to self-sufficiency through services delivered in a seamless and integrated delivery system while focusing on the needs of business and industry of the region. Additionally, the system should eliminate duplication of services, reduce costs through collaboration, enhance participation, accommodate the demand needs of employers and improve customer satisfaction.

#### SC Works Centers

The Board has developed an SC Works system that has a comprehensive center near the geographic center of the WorkLink area, and placed satellite centers in each of the three counties within the region. The comprehensive center located at 1376 Tiger Blvd, Clemson SC 29631. The comprehensive center consists of all mandated (by WIA legislation) partners, co-located or technologically linked. The satellite sites consist of two or more partners' co-located in the same facility. The satellite locations are:



SC Works Seneca Tri-County Technical College Oconee Campus QuickJobs Development Center 104 Vocational Drive Seneca, SC 29672 (864) 646-1741 SC Works Easley Tri-County Technical College Easley Campus QuickJobs Development Center 1774 Powdersville Rd. Easley, SC 29642 (864) 220-8990 SC Works Anderson Tri-County Technical College Anderson Campus QuickJobs Development Center 511 Michelin Blvd Anderson, SC 29625 (864) 260- 6780 SC Works Honea Path Senator Billy O'Dell Learning Center Watkins Community Center 204 South Main St. Honea Path, SC 29654 (864) 646-1861

#### **Customers**

The Clemson SC Works Center (the Center) is in the business of serving and meeting employer needs primarily and job seekers secondarily.

#### **Business Customers (Employers)**

Strategic Reason – The Business Customer (Employers) are one of two primary customers of the workforce system as their demand for a skilled workforce drives the training and development of the Job Seeker Customer group. Business and Industry create jobs while the citizens of the surrounding communities fill those jobs. Both are needed to generate tax revenue to support our governmental infrastructure that provides Workforce Development Services to both groups.

#### **Job Seeker Customers**

Strategic Reason – Job Seekers are the citizens of our communities that are seeking to obtain employment or improve their current employment situation. This group includes everyone that is at an eligible age to work which typically begins at the age of 16 years old. This group is seeking basic guidance and access to free resources as well as access to more intensive or even training opportunities.

The Center serves many different types of job seekers. These job seekers can have varying barriers to employment. These barriers include:

Disabled

- Older Workers
- Low-Skilled

Veterans

- Unemployed
- Underemployed

- Low-Income
- Chronically Unemployed
- ESL

- Career Changers
- Emerging Workforce
- Transitioning Workforce

- Re-Entry Ex-Offenders
- Others

SC Works also serves employers. Characteristics of businesses that are typically served through the SC Works Centers can have similar characteristics some of these characteristics are:

- Hiring (New Start-up)
- Expansion

Layoff or Layoff Aversion

Incumbent Worker Training

#### **Products & Services**

#### **Description of Products & Services**

The center offers many different products and services geared toward employers and job seekers. A list has been provided for both groups. The list contains services that may be provided to both sets of customers from the center.

#### Section I – Common menu of basic employer services to be offered:

- 1. Job Postings Online, phone call, fax, in-person
- 2. Applicant screening and referral to employer specifications
- 3. Referral to Professional Testing (Typing, Basic Skills, Microsoft Office)
- 4. Customized Recruitment (Hiring Events)
- 5. Job Fairs
- 6. Provision of Labor Market Information
- 7. Interviewing Space, Scheduling
- 8. Provision of information and referral related to:
  - a. Tax Credits
  - b. Community Resources
  - c. Federal Bonding
  - d. Americans with Disabilities Act (ADA)
  - e. Veterans services
- 9. Incumbent Worker Grants
- 10. OJT
- 11. Referral to Customized Training
- 12. Information on Unemployment Insurance (UI)
- 13. Rapid Response services
- 14. Trade Adjustment Assistance (TAA) information and services
- 15. Veterans Employment Services

#### Section II - Expanded List of Employer Services:

- 1. Customized services for significant company or industry dislocations
- 2. Referral to WorkKeys® testing
- 3. Referral to WorkKeys® profiling services May be free-for-service
- 4. Referral to Database of WorkKeys® tested applicants
- 5. Access to Career Ready 101 to upgrade employee skills
- 6. Labor Market Information packets and brochures

#### Section I - Common menu of basic job seeker services to be offered to all job seekers:

- 1. Outreach, intake (which may include worker profiling and rapid re-employment services)
- 2. Initial assessment
- 3. Eligibility and service information for all partner workforce development and support programs (e.g. education, public assistance, childcare)
- 4. Job search assistance, career information and career guidance
- 5. Resume development services
- 6. Job matching and referral
- 7. Local, regional, and statewide labor market information
- 8. Information on financial aid, including unemployment insurance (UI)
- 9. Instructions on filing an unemployment insurance claims or unemployment insurance issues Information on:
  - a. Certified education and training providers
  - b. Local performance outcomes of training providers
  - c. Job fairs and supportive services



- 10. Orientation to use of personal computers for utilizing virtual tools available through the One-Stop system, including resume software, and enabling job seekers to perform job search activities, secure an email address and use email, and conduct research on employers.
- 11. Job search/self-marketing skills training (workshops).
- 12. Information about Entrepreneurship development skills.
- 13. Access to free virtual tools for job search, self-assessment and career development

#### Section II - Common menu of services for those enrolled in WIA or partner programs:

- Comprehensive assessment of knowledge, skills, abilities, and interest by use of various assessment tools
- 2. Development of individual employment plans
- 3. Individual career planning
- 4. Case management
- 5. Occupational skills training
- 6. On-the-job training
- 7. Referrals to programs or programs that combine workplace training with related instruction
- 8. Referrals to Adult education and literacy activities
- 9. Referrals to customized training

The Center can also provide special services to accommodate those customers who may have special needs.

#### For example:

- **Disabled** Special Accommodations
- ESL LEP (Limited English Plan)
- Veterans Priority of Services
- Older Workers SCSEP Program

The center can also help businesses with special needs or in special circumstances such as:

- Employers that are Hiring Hiring Events & OJT
- Employers that are Expanding Referral to ReadvSC™
- Employers that are experiencing Layoffs Referral to Rapid Response

#### **Competitors**

In the SC Works Center most of the would-be-competitors are in fact partners. Learning to work together is vital to serving the customer. The competition that the Clemson SC Works Center staff must keep on the radar is the customer's perception. The customer has high expectations for what the staff can do for them, and the SC Works Center must strive to live up to those expectations.

#### **Market Niche**

The Center has to realize opportunities in the area to make the customer experience better. Some tools such as the Labor Market Information can help better the customer experience. According to the Labor Market Information provided on the WorkLink Community shows possible market niches for the WorkLink area. The following levels of numbers of employment by industry were presented:

- Manufacturing 23,000
- Retail Trade 15,662
- Health Care/Social Assistance 15,174
- Educational Services 15,150

The data demonstrates that manufacturing in the area is the biggest employer. The center should know that the biggest employer in the area is manufacturing and be prepared to react accordingly.

#### **Outreach Plan**

#### Targeting the Message

SC Works will outreach to both employers and job seekers. The center should reach out to employers who are hiring, expanding or in a layoff if it can meet their specific needs. A major part of the outreach to businesses will be the efforts of the Business Services Team with brochures and flyers. Market and outreach to job seekers by keeping it simple, general information on location of centers, services, and finding jobs.

#### **Outreach Methods**

Οι	ıtrea	nch Methodology
1.	Tra	aditional Marketing
	a.	Newspaper – Ad in Classifieds about new locations with basic services list
	b.	Billboards – with locations throughout the three county region (In place)
	C.	Print Material – SC Works Brochures & Flyers announcing location changes, orientation
		todays & times, and services for disbursement in the community
	d.	Identify low cost and free Internet Advertisement opportunities
2.	Pre	esentations
	a.	Develop new PowerPoint Presentation Materials
	b.	Develop an Elevator Speech for staff to use in Community Presentations and meetings
	C.	Engage more Business & Industry involvement in Core Workshops
	d.	Develop new Rapid Response Packages
3.	Inte	ernet Presence
	a.	Review the WorkLink Website to see if we can make any updates
	b.	Look at the use of Facebook, Twitter, Blogs, YouTube, etc.
	C.	Integrated links on Partner Websites to drive traffic

#### Partners Role in Outreach

All mandated partners will be given information on job seeker services. SC Works WIA staff will do presentations about new locations. All Business Service staff will be trained on all employer & industry workforce development services and will work with employers to identify needs. Each partner will be responsible for sharing labor exchange information. Partners will attend partner meetings to inform other partners about the center and its products and services.

#### Measuring Results

As a part of the Outreach Plan and strategies each of the areas identified above will be measured through Customer Feedback. Part of our customer satisfaction survey in the next section will ask about how they heard about us and our services. For internet based outreach we are able to quantify the traffic based on the number of visits and actions taken by individual users that visit the sites. In the case that we receive negative feedback as a result of specific outreach strategies we will re-evaluate the measurable data and determine whether or not to continue with that strategy or element within our plan.

#### **Performance Outcomes**

#### Performance Metrics & Goals

The center needs to measure success. To measure success center statistics need to be looked at over time and in context. The Usage Report measures the following data:

#### Job Seekers Services

- Center Traffic Total Customer Count & by Center location
- Individuals that Registered Total & by Center location
- Unduplicated Customer Count Total & by Center location
- Job Search Services Total & by Center location
- Workshop Attendance Total

#### **Employer Services**

- Internal Job Orders/Employer Job Openings Total & by Center location
- Services Provided Employers Total & by Center location
- Hiring Events Total & by Center location
- Entered Employments Total & by Center location
- Rapid Response Events Total

The operation plan committee discussed the importance of looking at the data from the new delivery service model to the future. The historical data for the center, and the satellites, will be skewed since it contains higher attendance from Unemployment Insurance (UI).

#### Partner Performance Metrics & Goals

Partner Performance Metrics and Goals are included in the overall SC Works System Performance Metrics and Goals listed above. Included in these metrics are the WIA and Wagner Peyser Federal Performance Measures as tracked by our Usage Report and WIA Dashboard. Additional work is needed in this area to better articulate and link each Partners Individual Metrics and Goals to the overall system. The committee identified this as an area of improvement that will benefit the overall system.

#### **Data Types & Collection Methods**

Data is being collected in multiple ways. The primary source of system wide data is from SC WOS the State Workforce Reporting System established by SC DEW. There are other metrics that are not captured in SC WOS and tracked externally and locally within the System and/or Centers.

#### Measuring Customer Satisfactions

The operation plan committee discussed the underutilization of the current customer service survey and how it could be made more "user" friendly as well as if and how it could be utilized to collect, distribute, review, address in order for results to be reported.

The team decided to narrow the survey to six (6) basic questions and have a job seeker complete when in the Center. Staff would enter the data digitally so it could be tabulated through Henkels & McCoy's internal database Efforts to Outcomes (ETO). The following questions will be included on the survey:

- 1. What is your primary reason for visiting the Center?
- 2. During my visit, SC Works Staff were (choices of available, knowledgeable, helpful, etc.)?



- 3. The following services/resources were helpful to me (choices of computer assisted job search, workshops, individual counseling, coaching and access to available equipment, referrals to other services, agencies & printed materials)?
- 4. While at the SC Works, I found the following resources easy to use and understand (same as previous question)?
- 5. How satisfied were you with the range of services, quality of services, timeliness of services, and understanding of the next steps for your job search?
- 6. Is there anything you would like to add to help us improve services?

Communication and sharing information is the key component and should be shared during Partner meetings. SC Works is a team and if one part of a whole and that when one part is falling short then others should step in to help.

#### Performance Accountability

Performance accountability is in place and very structured for Wagner Peyser and WIA Services within the Center. Performance is tracked through structured follow-up services to customers. The WIB will address system wide performance issues to include all System Partners. The System Operator and Center Management are responsible for the accountability of Partners to established MOU's and Resource Sharing Agreements. Each of these are reviewed guarterly and renegotiated annually.

#### Communication to the WIB

Communication to the WorkLink WIB will flow from the Partner Consortium, through the Operator (Henkels & McCoy, Inc.) to the WorkLink Program Director, to the Workforce Skills and Education Committee, to the Executive Committee or Finance Committee or both, and finally to the full Board. Matters of Policy, Operators Contract, Performance issues or any other type situation that requires a vote is taken to the Workforce Investment Board for a decision.

## **Management & Organizational Structure**

#### Management Structure

#### **Overall System**

The Workforce Investment Board (WIB) has selected the Workforce Skills & Education Committee, WSEC, to oversee the Adult and Dislocated Worker WIA grant and hired the Operator to manage the SC Works Centers.

#### **SC Works Comprehensive Center**

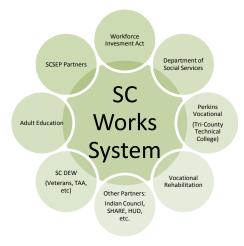
Henkels & McCoy was hired by the WIB as the Center's Operator and Center Manager. SCDEW Regional Manager is also part of the Center Management team. Since SCDEW provides many pieces of the job seeker services their management must communicate with the operator, center manager, and WIB.

In the current management structure the SC Works Comprehensive Center Operator also plays the role of the Center Manager. The Center Operator is responsible for building the partnerships and maintaining the referral processes within the system. The Center Manager oversees the physical locations of the SC Works Centers.

#### Organizational Chart

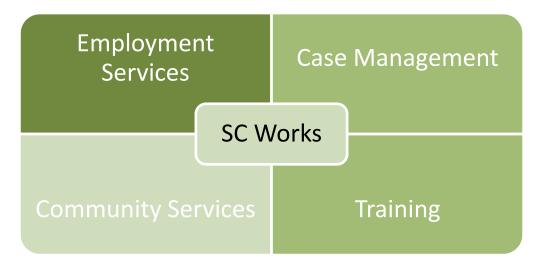
The overall workforce development system organizational structure is a "Referral" system with the idea of moving toward a "Co-Located" system that would be functionally driven. Ideally, we will strive to be an "Integrated" system which the Department of Labor, DOL, has intended since the inception of the Workforce Investment Act, WIA, in 1998.

#### Current Structure (Referral based system):





## Linking Employers & the Workforce Ideal System (Fully Integrated System)



#### **Communication Processes**

The Board communicates to the centers through the Operator in the following communication flow:



Most of the communication is done via email. The Board communicates to the operator through the Workforce, Skills, and Education committee through meetings and emails. The operator passes the Board's instruction to the partners through emails, instruction, and partner meetings.

#### **Decision Making Process**

Some of the decisions being made by various management positions throughout the system include:

<u>The SC Works Comprehensive Center Operator</u> – the Operator will call meetings; ensure Partners are there, promote good communication, etc.



<u>Center Manager</u> – the Manager will secure the meeting room and ensure all materials are available for the meeting.

Center staff collectively – Referrals; decide where customers should go as a procedural issue.

Single Partner agency – Staffing; ensure each site is staffed adequately; and manage their staff.

#### Staff Development & Training

The team discussed the need for staff cross training and a Staff Development Matrix is being developed to demonstrate the existing staff certifications and training received that will serve as a Gap Analysis tool to see where additional training and/or certification programs can be put in place. One area discussed that is already planned for the 3<sup>rd</sup> quarter is Customer Service Training for all staff.

## **Center Accessibility**

#### Center Maintenance

#### Facilities are:

- Clean The Center currently has a contract with Defender Services for providing daily custodial services. Mr. Tisdale with AARP is also on site for general needs during working hours.
- Designed in a customer friendly manner to enable easy customer flow, easy usage of the resource room and privacy for customers meeting with staff – The flow recommended by WorkLink was from the Resource Room out to offices and back through the Resource Room.
- Compliant with ADA requirements The Center currently has computer accessibility items in place and a designated restroom which are compliant with ADA requirements. Signage for Handicap spaces is in the process of being installed. There is currently a ramp at the end of the walkway however; a ramp should be placed in front of the building for easier access. The team agrees with a recommendation for the first 3 parking spaces to be used for ADA wheelchair access with a ramp being installed in the front of the building.
- Secure (personal information, IT, files, facility, etc.) All staff has keys to the entry/exit doors and can lock at the end of the day. The custodian with Defender Services also ensures the doors are locked every evening. The City of Clemson Police department performs a weekly drive-by checking the security of the facility. Trehel, property owner, has plans to place lights along the rear of the building for better lighting & security. Resource room has Deep Freeze, a program that wipes personal information from computers at the end of each day. DEW has a secure VPN tunnel and Henkels & McCoy has a secure router in place directly routed to their corporate offices. Henkels & McCoy also has a secure guest account in place for Wi-Fi access with public use locked so that anyone wishing to gain access must obtain login credentials from staff. All files are kept locked in storage room cabinets and shredded when needed.

#### Center materials are:

- **Up-To-Date** Val with Ripple of One works with the Resource Room staff ensuring the printed materials are up-to-date. Note: Spanish versions are available and works are in progress to have a bilingual person onsite for translation needs.
- Easy to read Current materials are easy to read and follow.
- Integrated Materials are integrated.
- Plentiful Val with Ripple of One works with Resource Room staff to keep materials well stocked and available.



Available in a variety of formats (including access for the disabled) – Materials are currently
available in a variety of formats and are accessible to meet the needs for disabled individuals.

It is important to keep equipment up-to-date in the center. Technology Solutions currently has the contract to maintain the computers in the Resource Room and Defender Services has the contract for custodial service and ensures the computers are cleaned and dusted on a weekly basis. If a need arises, it will be communicated to the Center Manager or the SCDEW Regional Manager who will communicate to the WIB and/or DEW in the case a new equipment purchase is necessary.

#### **Center Staffing**

Currently there is the availability of staff and equipment/machines to assist with disability issues; printed partner and resource materials are available. We will strive to have staff that is specifically trained in certain areas but all will be cross trained to work where and when needed to assist with all customers as well as those with Special Needs.

#### **Maximizing Center Staffing**

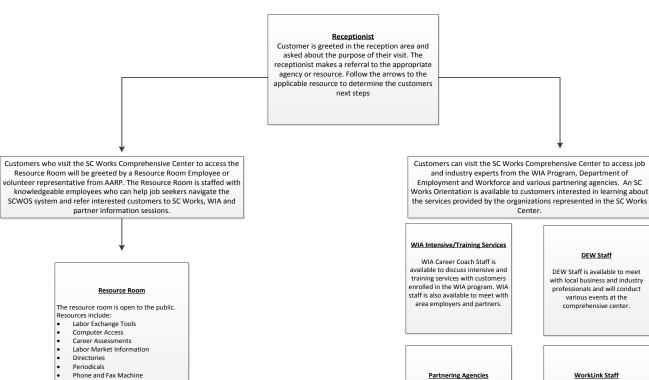
Another part of meeting customer's needs is getting extra help for the center(s). The center currently has placements through the SCSEP program that places volunteers. There is also a program the SCDEW is looking in to for providing an internship for the Resource Room. WorkLink is working on the host agency agreement with other SCSEP partners. Vocational Rehabilitation is also supposed to begin co-locating in the Comprehensive Center on a rotating basis in the near future.

## Services Flow

#### Flow of Services & Customer Access

Below is a Customer Flowchart of the Comprehensive Center and below that is a Customer Flowchart of the System to show how customers can move through the center and the system. The current Routing Slip has also been added as an *Appendix 3* to show what a customer's options in the center are when they come in for services.

#### WorkLink SC Works Comprehensive Center Customer Flow Chart

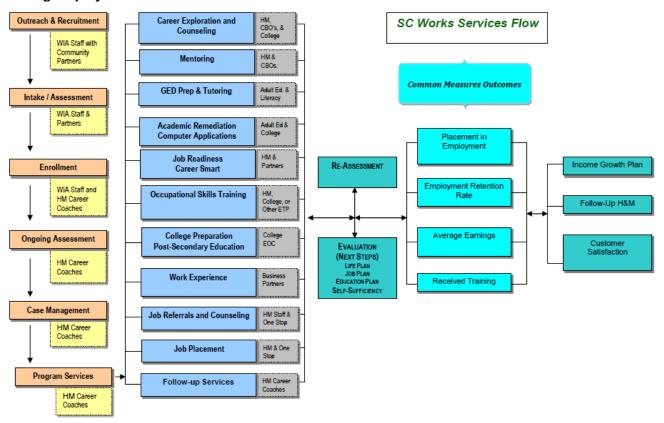


#### WorkLink Staff

comprehensive center but access to this area is limited. Customers seeking access to the WorkLink staff must have an appointment.

Partnering Agencies are present in WorkLink staff is present in the the Comprehensive Center and are available to serve customers in their designated capacities.





#### **Incorporating News Services or Products**

Along with the Routing Slip the Center uses other tools to inform visitors of the different services available. The Center can showcase new services in the Center by displaying them on the monitor in the resource room. The Center utilizes brochures and other handouts throughout the Center, but displays many of them in the Resource Room.

#### Partner Service Integration & Special Needs Access

There has been an attempt to align our partners together functionally in the Center. Most case management and training services are closest to the Resource Room to make it easier for the public to engage those services. Our goal is to get our customers to the appropriate person/partner so they may receive the assistance they are requesting. Other linkages to partners include printed materials, internet data, and partner referrals.

#### System & Center Support Needs

Encouraging more partners to co-locate within the centers would give job seekers more reasons to come to the center. Adding more job seekers would prompt more employer interaction as well. For the Comprehensive Center to be more successful it will need more involvement from job seekers, employers, and partners.



#### Partner Accountability & Center Support

If partners are not "pulling their weight" the Center will encourage more involvement. The Center has a Memorandum of Understanding with many of the partners involved in the system. These MOUs are designed to encourage participation to ensure the Center's success.

#### **WIB Support**

For the Center to succeed it will need assistance from the local Workforce Investment Board. The WIB should provide political assistance to keep all partners involved, provide technical assistance and training for the Center and staff as necessary.

#### Financial Plan

#### Comprehensive Center Budget

Please refer to Appendix 1 the Resource Sharing Agreement.

#### Partner Budget Contributions

The Memorandum of Understanding helps to outline the plan for sharing costs and resources (it is attached to the Operational Plan). The Resource Sharing agreement is a part of the Memorandum of Understanding and out lines which partners will bring which resources to the Center. WorkLink, the Workforce Investment Act, and SCDEW all pay into the cost of running the Center. Other partners like AARP bring in-kind services, such as volunteers, to help the Center function. The current method of billing is by a Full Time Employee basis. The partners who pay part of the cost are billed on how many full time employees are located in the Center. These expenses are paid on a quarterly basis.

#### Financial Efficiency Evaluation Process

All the partners involved in the Center should always try to make the Center better. The committee that met to make suggestions for the Operational Plan had a few suggestions for the future of the Center's finances.

- Our area should look into comparing the Cost Allocation Plan and Resource Sharing Agreement to other areas. Seeing how other areas share resources could benefit our Center.
- The Center's finances and sharing should be re-evaluated regularly. During the billing process the FTE count should be monitored and changes given to the WIB's Finance Director.



## **Appendices**



## Appendix 1 – Resource Sharing Agreement & MOU's

#### P.O. Box 995 1550 Gadsden Street Columbia, SC 29202 dew.sc.gov



#### Nikki R. Haley Governor

Cheryl M. Stanton
Executive Director

October 30, 2013

Mr. Steven Pelissier Executive Director SC Appalachian Council of Governments Post Office Drawer 6668 Greenville, South Carolina 29606

Dear Mr. Pelissier:

Enclosed is one (1) fully executed Resource Sharing Agreement (RSA) and Cost Allocation Plan (CAP) between the WorkLink Workforce Investment Board (WIB) and the South Carolina Department of Employment and Workforce for one stop costs for the counties of Anderson, Oconee and Pickens.

This agreement is for PY 2013 with an effective date of July 1, 2013 and ending date of June 30, 2014.

If you have any questions or need additional information, please do not hesitate to contact me at (803) 737-0108.

Sincerely,

Martha R. Stephenson

Assistant Executive Director

Marcha R. Stephenson

SCDEW Administration, Support and Operations

## **Attachment C**

## WorkLink Workforce Investment Board (WIB)

#### And

The Operator and Partners of the WorkLink OneStop System (Serving Anderson, Oconee and Pickens Counties)

### **Resource Sharing Agreement**

Addendum for the South Carolina Department of Employment and Workforce

July 1, 2013 to June 30, 2014

#### 1. Introduction

- a. This Agreement is between the WorkLink Workforce Investment Board (WIB), here-inafter referred to as the "WIB", the One-Stop Operator, hereinafter referred to as the "Operator" and the various OneStop Partners, mandated and otherwise, serving the counties of Anderson, Oconee and Pickens, hereinafter referred to as the "Partners."
- b. The WIB is the designated and certified Workforce Investment Board for the Work-Link Workforce Investment Area. The Operator is Henkels & McCoy, Inc., competitively procured and selected by the WIB and agreed to by the Local Elected Officials (County Council Chairs of Anderson, Oconee and Pickens Counties). The Partners are the various organizations identified in the Memorandum of Understanding and this Resource Sharing Agreement.

#### 2. Purpose

a. The purpose of this Agreement is to define and specify what costs associated with the WorkLink Workforce Investment Area One Stop Centers, hereinafter referred to as "SC Works Centers," will be commonly or jointly pooled and paid by the Partners and the basis and methodology of pooling or sharing those costs. Furthermore, the agreement outlines the frequency and process for billing and payment of shared costs.

#### 3. Terms of the Agreement

- a. This RSA shall become effective July 1, 2013, superseding any previous and similar RSA, and shall remain in force until it expires on June 30, 2014. The agreement will be automatically renewed on the expiration date hereof for successive terms of one (1) year unless either Party provides written notice to all parties at least thirty (30) days prior to the expiration date.
- b. The Agreement may be terminated by the repeal of the Workforce Investment Act of 1998 (WIA) or successive legislation, or by other action of law, or by withdrawal for cause of the parties to the Agreement.
- c. Any party to the Agreement may withdraw from the Agreement by giving written notice of intent at least thirty (30) business days advance notice. For purposes of equity and to allow predictability in budget planning, withdrawal of a Partner shall not relieve the Partner of the obligation to continue to support the SC Works Center budget through the remainder of the current quarter on the basis projected in the Resource Sharing Agreement at the beginning of the budget year. The Resource Sharing Agreement and Cost Allocation Plan shall be reconciled on a quarterly basis on actual costs.
- d. Should any one Partner withdraw, the Agreement will remain in force and in effect with respect to the remaining Partners.

#### 4. Shared Costs & Methods of Allocating Shared Costs

- 1) Facility Owner: The WorkLink WIB is the lease holder of the SC Works facilities. The costs associated with the usage, operation and maintenance of the facilities shall be negotiated between the WorkLink WIB and SC DEW for inclusion in the resource sharing agreement budget and cost allocation plan.
  - i) The WorkLink WIB agrees to hold appropriate and sufficient insurance coverage as the lease holder of the SC Works facilities.
  - ii) The WorkLink WIB as the lease holder of the property will provide the Operator full disclosure of any pre-existing and/or future facility hazards that may result in a health and safety issue for staff and customers. (i.e. known asbestos, mold, water leaks etc.) Any new occurrence must be reported to the Operator immediately.
  - iii) Reference Insurance Policies for the WorkLink WIB More specifically "Tort Liability" and "Building Insurance" Coverage.
- 2) Operator & Partners: The Operator and Partners agree to comply with all Federal, State, County, Municipal and other governmental statutes, laws, rules, orders, regulations, and ordinances affecting the premises. The Operator and all Partners will cooperate with the host agency in maintaining the facility in good condition.
- 3) SC Works WorkLink Operator & Management: The SC Works WorkLink Operator and management costs are defined as those actual costs related to the oversight and management of the SC Works WorkLink facilities and the portion of staff time spent on shared activities, including functional supervision of SCDEW staff and the delivery of core services. In addition, costs associated with coordinating core services and partner activities. Operator positions to be included are the: Program Manager's (Center Manager) salary, fringe and indirect costs and this shall include the cost of other Management Staff salary, fringe and indirect cost in the case of a vacancy of the fore mentioned positions until that vacancy is filled. Such costs shall be allocated on the basis of the percentage of time spent providing functional supervision and/or operational oversight.
- 4) Facility Costs: The facility costs are defined as those actual costs related to the facility use, maintenance and operation of the SC Works WorkLink Centers. These costs include payment of pass through expenses associated with the property. Facility & Management Costs shall be borne by those Partners who deliver services through the SC Works WorkLink Centers.
- 5) <u>Premise Costs:</u> Premise Costs will include the following unless otherwise noted: Utilities, Janitorial, Pest Control, Trash Services, and General Maintenance. Any maintenance cost for repair and/or upkeep of existing equipment must be signed off by all Partners affected prior to incurring the cost for the cost to be included in the cost pool.
- 6) <u>Communication Costs:</u> The Communication Costs are defined as those costs related to the communication needs within each SC Works Center telephone charges to include long distance that are tied to internally wired telephone systems. These costs shall be included in the applicable cost pool utilizing the full time equivalency allocation method.
- 7) Equipment Costs: Equipment Costs are defined as costs for leased and/or purchased common use items such as copiers, printers, fax machines, etc. Any new purchase must adhere to the Purchasers Procurement Policies and be signed off on by the WorkLink WIB and

- Partners prior to purchase in order to be included in the Cost Pool. These costs shall be included in the applicable cost pool utilizing the full time equivalency allocation method.
- 8) <u>Security Costs:</u> Security Costs are defined as those costs associated with contracted security services for the facilities. These costs shall be included in the applicable cost pool utilizing the full time equivalency allocation method.
- 9) Network Administration & Public Access Support: Please refer to the attached WorkLink WIB SC Works IT Agreement.
- 10) <u>Common Supplies</u>: Common Supplies are defined as those supplies used for the benefit of the SC Works Center(s) as a whole, such as cleaning supplies, paper products, toner for Resource Center printers, etc. The Operator will coordinate with SC DEW and the other Partners to provide the required and necessary Common Supplies.
- 11) **Cost Allocation:** The costs shall be those costs related to the facility, operation and management of the SC Works Center centers and shall be largely borne by those partners who deliver services through the centers, but may not be limited to only those Partners. Such costs shall be allocated on the basis of Full Time Equivalents located in the Center unless otherwise agreed upon. Such costs shall be allocated on the basis of a Partner's Total Full-Time Staff (those working 30 hours or more per week) assigned to and working within the SC Works WorkLink Centers requiring a regular working space that may consist of an office or desk or other dedicated work space.
  - i) While it is understood that offsite partners do derive a benefit from the onsite services, it is generally understood that most non-facility costs, except those specified within the agreement, shall be borne proportionately by the Partners as described in each Partners description of individual service contributions.
  - ii) The WorkLink WIB shall be responsible for reconciling and invoicing under the Resource Sharing Agreement. Each partner shall remit payment to the WorkLink WIB within 30 business days. Any partner who fails to remit timely payment without explanation will be referred to the WIB for further action. The Operator/WorkLink WIB shall not be held liable for partners' unpaid amounts.
  - iii) The Operator shall coordinate the purchasing of common use supplies for the Center on a monthly basis with SC DEW Staff. All other supplies used by the Operator and SC DEW staff for the operation of their respect programs are the responsibility of each party.
  - iv) The WorkLink WIB shall submit a reconciliation of the SC Works Center costs to the South Carolina Department of Employment and Workforce in writing within 20 business days of the end of each quarter. Partners' share of the costs exceeding the allowable contributions shall receive an invoice within 20 business days of the end of the quarter which must be paid within 30 business days of receipt.
  - v) If any costs are disputed or questioned, the Partner has 10 business days from receipt of the reconciliation to submit a dispute or question to the WorkLink WIB. The WorkLink WIB shall respond in writing within 10 business days. If not resolved, then the Partner shall submit a written dispute or question to the WorkLink Executive Committee. This will then be subject to the WIB's grievance or appeal policy.
  - vi) Please submit invoices and payment to the WorkLink Finance Director at the following address:
    - (1) 1376 Tiger Boulevard, Suite 102 Clemson, SC 29631

- (2) Brandi Runion, Finance Director (E-mail: <a href="mailto:brunion@worklinkweb.com">brunion@worklinkweb.com</a>)
- (3) Please make checks payable to SC Appalachian Council of Governments

#### 5. Modification

- a. This Agreement may be modified through mutual consent of the WIB, Operator and a majority of the Partners given thirty (30) business days advance notice in writing, except as provided in the Memorandum of Understanding with respect to termination or withdrawal of a Partner.
- b. Any modification to the Agreement must, to be valid, be in writing, signed, dated by the Partners with the effective date noted, and appended to the original Agreement.
- c. If any part of this Agreement is, for any reason, later found to be invalid, the effectiveness of the rest of the Agreement shall not be voided.

#### 6. Authority and Signatories

- a. The individuals signing have the authority to commit their respective organizations to the terms of this Agreement and do so by signature below.
- b. This Agreement may be executed in one or more counterparts, should that at any time be more convenient to the signatories, and the originals of which, when taken together and bearing the signature of all parties to the Agreement, shall constitute one and the same Agreement.
- c. Without regard to the date of signatures below, the Partners agree the effective date of this Agreement is July 1, 2013.

## Partner Agency:

#### SC Department of Employment & Workforce

- 1. The South Carolina Department of Employment & Workforce (SC DEW) of Anderson, Oconee, and Pickens Counties agrees to provide the staffing to WorkLink SC Works facilities and pay their fair share of Operating costs based on the Cost Allocation Plan.
- 2. The South Carolina Department of Employment & Workforce of Anderson, Oconee, and Pickens Counties agree to provide and/or contribute to the delivery of the following services in the WorkLink OneStop system:
  - Job vacancy announcements / postings
  - Referrals to employment
  - Employment Workshops as requested by the Operator
  - Print materials such as brochures, flyers, and information packets detailing available SC DEW programs and services
  - Unemployment Insurance, Veteran and Trade Services
  - Labor Market Information
  - Fax / Phone Access
  - Assist in staffing the Front Reception Desk as needed for lunch and/or breaks
- **3.** The South Carolina Department of Employment & Workforce of Anderson, Oconee, and Pickens Counties will contribute the above named services in the following manner:
  - Providing access, support, and training on the SC Works Online Service (SCWOS)
  - Maintaining a sufficient supply of appropriate print materials
  - Researching Labor Market Statistics and Trends and publishing them via email or website as appropriate
  - Training opportunities for all SC Works Center staff
- **4.** The South Carolina Department of Employment & Workforce of Anderson, Oconee, and Pickens Counties expect to derive the following benefits from the OneStop system.
  - Reemployment Services staff will provide labor exchange services resulting in increased federal program performance, quality partnership utilization, and overall labor force improvements for the WorkLink region.
  - Referrals for customers needing assistance with Career Counseling, Literacy, GED, Occupational Training, and other community services.
- 5. The following is a list of South Carolina Department of Employment & Workforce staffing commitments and responsibilities within the Comprehensive Center and Satellite Sites
  - Comprehensive Center
    - i. Location:
      - 1. 1376 Tiger Blvd., Suite 102, Clemson, SC 29631
    - ii. Hours:
      - 1. Mon. Fri. 8:30am to 5:00pm
    - iii. Staff:
      - 1. 1 Region Manager
      - 2. 1 Recruiter
      - 3. 1 Virtual Recruiter
      - 4. 3 Resource Specialist (Will rotate as scheduled)

- 5. 2 Career Development Specialists
- 6. 2 VET Rep. (Will rotate as scheduled)
- 7. 2 UI Rep. (Will rotate as scheduled)
- 8. 2 TAA Case Managers
- 9. TOTAL = 15 Staff
- iv. Responsibilities:
  - 1. As stated above in item #2.
- v. Goals & Metrics:
  - 1. SC DEW will establish goals and metrics for all staff and share with the Operator to measure the effectiveness of services and a means to identify areas for continuous improvement.

#### • SC Works - Anderson Satellite

- i. Location:
  - 1. SC Works Center located at the TCTC Quick Jobs Center, 511 Michelin Blvd., Anderson, SC 29670
- ii. Hours:
  - 1. Mon. Fri. 8:30am to 5:00pm
- iii. Staff:
  - 1. 1 Career Development Specialist (Mon. Fri. 8:30am to 5:00pm)
  - 2. Staffing is subject to change based on traffic patterns that will be reviewed monthly.
- iv. Responsibilities:
  - 1. As stated above in item #2, to the degree able based on the staff provided.
- v. Goals & Metrics:
  - 1. SC DEW will establish goals and metrics for all staff and share with the Operator to measure the effectiveness of services and a means to identify areas for continuous improvement.
- SC Works Honea Path Satellite
  - i. Location:
    - 1. SC Works Center located at Watkins Community Center, 204 South Main St., Honea Path, SC 29645
  - ii. Hours:
    - 1. Mon. Fri. 8:30am to 5:00pm
  - iii. Staff:
    - 1. 1 Career Development Specialist (Mon. Fri. 8:30am to 5:00pm)
    - 2. Staffing is subject to change based on traffic patterns that will be reviewed monthly.
  - iv. Responsibilities:
    - 1. As stated above in item #2, to the degree able based on the staff provided.
  - v. Goals & Metrics:
    - 1. SC DEW will establish goals and metrics for all staff and share with the Operator to measure the effectiveness of services and a means to identify areas for continuous improvement.

- SC Works Seneca Satellite
  - i. Location:
    - 1. SC Works Center located at the TCTC Quick Jobs Center, 100 Vocational Drive, Seneca, SC 29672
  - ii. Hours:
    - 1. Mon. Fri. 8:30am to 5:00pm
  - iii. Staff:
    - 1. 1 Career Development Specialist (Mon. Fri. 8:30am to 5:00pm)
    - 2. Staffing is subject to change based on traffic patterns that will be reviewed monthly.
  - iv. Goals & Metrics:
    - 1. SC DEW will establish goals and metrics for all staff and share with the Operator to measure the effectiveness of services and a means to identify areas for continuous improvement.
- SC Works Easley Satellite
  - i. Location:
    - 1. SC Works Center located at the TCTC Quick Jobs Center, 1774 Powdersville Rd., Easley, SC 29642
  - ii. Hours:
    - 1. Mon. Fri. 8:30am to 5:00pm
  - iii. Staff:
    - 1. 1 Career Development Specialist (Mon. Fri. 8:30am to 5:00pm)
    - 2. Staffing is subject to change based on traffic patterns that will be reviewed monthly.
  - iv. Goals & Metrics:
    - 1. SC DEW will establish goals and metrics for all staff and share with the Operator to measure the effectiveness of services and a means to identify areas for continuous improvement.

#### Signature Page

#### THE WORKLINK SC WORKS SYSTEM

## MEMORANDUM OF UNDERSTANDING & RESOURCE SHARING AGREEMENT PURSUANT TO THE WORKFORCE INVESTMENT ACT OF 1998 ("WIA)

July 1, 2013 – June 30, 2014 (Plus one additional one-year renewal option)

In witness thereof, this Memorandum of Understanding and Resource Sharing Agreement is being executed by the following SC Works partner in the WorkLink Workforce Investment Area:

AGENCY INFORMATION (Please Print or Tyne)

in the state of th	or Type)
Agency Name: South Carolina Department	of Employment & Workforce
Address: 1550 Gadsden Street	
City/State/Zip: Columbia, SC 29202	
AUTHORIZED OFFICIALS	
Name: Chely 1 MSt anton	Name: Steve Pelissier
Title: Executive Director SC DEW	Title: Executive Director Appalachian Council of Governments
Signature: Chely UStrub	Signature: #41/1/
Date: <u>7/1/2013</u>	Date: <u>7/1/2013</u>



## **Information Technology (IT) Service Level Agreement**

This agreement is entered into by the WorkLink WIB, SC Works Operator (Henkels & McCoy, Inc.), and South Carolina Department of Employment and Workforce (SCDEW) pursuant to the provisions and regulations of the Workforce Investment Act.

The WorkLink WIB and the SC Works Operator (Henkels & McCoy, Inc.) will provide the following Information Technology (IT) services and support to SC DEW;

- Internet Access through a dedicated IP Address to support the VPN Client for secure access to SC DEW Staff PCs.
- Space in the Communications Closet and on the equipment rack to mount required hardware.

The WorkLink WIB and the SC Works Operator (Henkels & McCoy, Inc.) will provide Public Access Computers in the Resource Rooms, Classrooms, the SC Works On-the-Go Laptops and will maintain these computers and associated software and/or peripheral equipment (i.e. printers, scanners, etc.). The SC Works Operator in coordination with the WorkLink WIB is responsible for the following computers within the Centers;

- SC Works Staff PCs
- Partner PCs, not including SC DEW
- Public Access PCs in the Resource Rooms, Classrooms, and SC Works On-the-Go Laptops
- ADA PCs (Americans with Disabilities Act)

#### **COSTS**

- There is no cost for the internet access for the SC DEW Staff PC's.
- The shared cost of the Public access computers is based on the budget support cost of \$325 per month (\$3,900 annually) and will be allocated based on the number of FTE's within the five WorkLink SC Works Centers. Actual costs may fluctuate based on repair costs and will be adjusted and updated quarterly as part of the Resource Sharing Agreement. Prior to contracting for or expending any repair or replacement costs over \$2500.00, SC DEW will be contacted for consultation and approval on the repair or replacement.

All costs are shared based on the proportionate share model.

All parties agree to comply with federal, state, and local laws as applicable in this agreement.

This agreement between the WorkLink WIB, Henkels & McCoy, Inc. (WorkLink SC Works Operator), and SC DEW is in effect beginning 7/1/2013 and ending 6/30/2014. Either party may modify or terminate this agreement by providing the other party with thirty (30) days' notice.

Approved and Accepted by:	Approved and Accepted by:	Approved and Accepted by:
Sami de	Lan of that	Chery Ustantia
Ronnie Allen, Executive Director	Dana Grant, Program Manager	Cheay MStanton Executive Due clor
WorkLink WIB	SC Works Operator (H&M)	S.C. Department of Employment &
		Workforce
Date: 7/1/2013	Date: 7/1/2013	Date: 7/1/2013

## **PC and Laptop Quarterly Count**

All Resource Center (Public Access) Computers and Mobile Laptop Lab Computers in the WorkLink Workforce Investment Area are maintained by WorkLink WIB and the SC Works Operator (Henkels & McCoy, Inc.) under this agreement.

Below is a certified list of functional and billable Resource Center and/or Mobile Laptop Lab Computers services by SC DEW.

Quarterly Computer Counts	SC Works Clemson
Jul - Sep 2013	
Resource Room CPU's	15
ADA CPU	1
Mobile Laptops	Lab 1-10
	Lab 2- 8
	Lab 3- 8
Total Billable CPU's	42
Oct - Dec 2013	
Resource Room CPU's	
ADA CPU	
Mobile Laptops	
Total Billable CPU's	
Jan – Mar 2014	
Resource Room CPU's	
ADA CPU	
Mobile Laptops	2
Total Billable CPU's	
Apr - Jun 2014	
Resource Room CPU's	
ADA CPU	
Mobile Laptops	
Total Billable CPU's	202

The above numbers are certified by the signature(s) below for each quarter.

1st Quarter (Jul-Sep 2012)	19/13	2 <sup>nd</sup> Quarter (Oct-Dec 2012)	
Mort Fields, Program Manager	Date	Matt Fields, Program Manager	Date
Patrick Pruitt, Region Manager	Date	Patrick Pruitt, Region Manager	Date
3 <sup>rd</sup> Quarter (Jan-Mar 2013)		4 <sup>th</sup> Quarter (Apr-May 2013)	
Matt Fields, Program Manager	Date	Matt Fields, Program Manager	Date
Patrick Pruitt, Region Manager	Date	Patrick Pruitt, Region Manager	Date

# FACILITIES USAGE AGREEMENT ADDENDUM SIGNATURE SHEET 1st Quarter (7/1/13 to 9/30/13)

Addendum Number 1 Date Prepared: 7/1/2013

Licensor:

WorkLink Workforce Investment Board

1372 Tiger Blvd., Suite 102 Clemson, SC 29631 Licensee:

SC Department of Employment and Workforce

P.O. Box 995 Columbia, SC 29202

This addendum has the following effect on total SC Works Center Staff vs. DEW's allocation cost percentages for the following facility locations;

Comprehensive Center	Satellite Center	Satellite Center
SC Works Clemson	SC Works Seneca	SC Works Easley
WorkLink Employment Center	Tri-County Technical College	Tri-County Technical College
1376 Tiger Blvd. Suite 102	Oconee Campus	Easley Campus
Clemson, SC 29631	QuickJobs Development Center	QuickJobs Development Center
	104 Vocational Drive	1774 Powdersville Rd.
	Seneca, SC 29672	Easley, SC 29642
	SC Works Anderson	SC Works Honea Path
	Tri-County Technical College	Senator Billy O'Dell Learning Center
	Anderson Campus	Watkins Community Center
	QuickJobs Development Center	204 South Main St.
	(Opening October, 2013)	Honea Path, SC 29654
	511 Michelin Blvd	·
	Anderson, SC 29625	

1st Quarter (Jul-Sep 2013)	WIA Funded Employees (FTEs)	DEW Funded Employees (FTEs)	Other Partner Employees (FTEs)	Total FTEs	WIA & Other Partners Proportionate Share	DEW Proportionate Share
SC Works Clemson	8	14	3	25	44%	56%
SC Works Anderson	0	0	0	0	0%	0%
SC Works Easley	2	1	0	3	67%	33%
SC Works Honea Path	1	1	0	2	50%	50%
SC Works Seneca	1	1	0	2	50%	50%

Reason for Addendum: <u>Quarterly adjustment to FTEs will determine the fair share percentage of facility costs for which each partner will be responsible</u>. <u>Billing of each individual Center's cost will be based on the proportionate FTE share in the correlating Center location</u>.

Agreement Period as of This Addendum

Beginning Date: July 1, 2013 Ending Date: June 30, 2014

EXCEPT AS HEREBY ADDENDED, ALL TERMS AND CONDITIONS OF SAID AGREEMENT REMAIN UNCHANGED AND IN FULL FORCE AND EFFECT.

Approved for the Licensor: Name: Dana Grant

Title: Program Manager II

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Approved for the Licensee:

Name: Patrick Pruitt

Fitle: Region Manager

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#### **FACILITIES USAGE AGREEMENT**

#### ADDENDUM SIGNATURE SHEET

2<sup>nd</sup> Quarter (10/1/13 to 12/31/13)

Addendum Number \_\_1\_

Date Prepared: 7/1/2013

Licensor:

WorkLink Workforce Investment Board

1372 Tiger Blvd., Suite 102

Beginning Date: July 1, 2013

Clemson, SC 29631

Licensee:

SC Department of Employment and Workforce

P.O. Box 995

Columbia, SC 29202

This addendum has the following effect on total SC Works Center Staff vs. DEW's allocation cost percentages for the following facility locations;

Comprehensive Center	Satellite Center	Satellite Center
SC Works Clemson	SC Works Seneca	SC Works Easley
WorkLink Employment Center	Tri-County Technical College	Tri-County Technical College
1376 Tiger Blvd. Suite 102	Oconee Campus	Easley Campus
Clemson, SC 29631	QuickJobs Development Center	QuickJobs Development Center
	104 Vocational Drive	1774 Powdersville Rd.
	Seneca, SC 29672	Easley, SC 29642
	SC Works Anderson	SC Works Honea Path
	Tri-County Technical College	Senator Billy O'Dell Learning Center
	Anderson Campus	Watkins Community Center
	QuickJobs Development Center	204 South Main St.
	(Opening October, 2013)	Honea Path, SC 29654
	511 Michelin Blvd	
	Anderson, SC 29625	

2 <sup>nd</sup> Quarter (Oct-Dec 2013)	WIA Funded Employees (FTEs)	DEW Funded Employees (FTEs)	Other Partner Employees (FTEs)	Total FTEs	WIA & Other Partners Proportionate Share	DEW Proportionate Share
SC Works Clemson						Name of the second
SC Works Anderson						
SC Works Easley						
SC Works Honea Path						
SC Works Seneca						

<sup>2.</sup> Reason for Addendum: Quarterly adjustment to FTEs will determine the fair share percentage of facility costs for which each partner will be responsible. Billing of each individual Center's cost will be based on the proportionate FTE share in the correlating Center location.

June 30, 2014

#### Agreement Period as of This Addendum

CEPT AS HEREBY ADDENDED, ALL TERMS AND CONDITIONS OF SAID AGREEMENT REMAIN UNCHANGED AND IN FULL FORCE	4ND
FECT.	

**Ending Date:** 

Approved for the Licensor:			Approved for the Licensee:		
Name: Title:	Dana Grant Program Manager II		Name: Patrick Pruitt Title: Region Manage	r	
Signatu	re	Date	Signature	Date	

## **FACILITIES USAGE AGREEMENT** ADDENDUM SIGNATURE SHEET

3<sup>rd</sup> Quarter (1/1/14 to 3/31/14)

Adde	ndum	Num	har	1
Auuei	HUUHH	INUITI	DEL	

Date Prepared: <u>7/1/2013</u>

Licensor:

WorkLink Workforce Investment Board

1372 Tiger Blvd., Suite 102 Clemson, SC 29631

Licensee:

SC Department of Employment and Workforce

P.O. Box 995 Columbia, SC 29202

This addendum has the following effect on total SC Works Center Staff vs. DEW's allocation cost percentages for the following facility locations:

Comprehensive Center	Satellite Center	Satellite Center
SC Works Clemson	SC Works Seneca	SC Works Easley
WorkLink Employment Center	Tri-County Technical College	Tri-County Technical College
1376 Tiger Blvd. Suite 102	Oconee Campus	Easley Campus
Clemson, SC 29631	QuickJobs Development Center	QuickJobs Development Center
	104 Vocational Drive	1774 Powdersville Rd.
	Seneca, SC 29672	Easley, SC 29642
	SC Works Anderson	SC Works Honea Path
	Tri-County Technical College	Senator Billy O'Dell Learning Center
	Anderson Campus	Watkins Community Center
	QuickJobs Development Center	204 South Main St.
	(Opening October, 2013)	Honea Path, SC 29654
	511 Michelin Blvd	,
	Anderson, SC 29625	

3 <sup>rd</sup> Quarter (Jan-Mar 2014)	WIA Funded Employees (FTEs)	DEW Funded Employees (FTEs)	Other Partner Employees (FTEs)	Total FTEs	WIA & Other Partners Proportionate Share	DEW Proportionate Share
SC Works Clemson						
SC Works Anderson						
SC Works Easley						
SC Works Honea Path						
SC Works Seneca						

<sup>3.</sup> Reason for Addendum: Quarterly adjustment to FTEs will determine the fair share percentage of facility costs for which each partner will be responsible. Billing of each individual Center's cost will be based on the proportionate FTE share in the correlating Center location.

#### Agreement Period as of This Addendum

Beginning Date: July 1, 2013	Ending Date:	<u>June 30, 2014</u>
EXCEPT AS HEREBY ADDENDED, ALL TERMS AND CONDITION EFFECT.	ONS OF SAID AGREE	MENT REMAIN UNCHANGED AND IN FULL FORCE AND

Approved for the Licensor: Approved for the Licensee: Name: Dana Grant Name: Patrick Pruitt Title: Program Manager II Title: Region Manager

Signature	Date	Signature	Date

#### **FACILITIES USAGE AGREEMENT**

#### ADDENDUM SIGNATURE SHEET

4<sup>th</sup> Quarter (4/1/14 to 6/30/14)

Addendum Number \_\_1\_

Date Prepared: <u>7/1/2013</u>

Licensor:

WorkLink Workforce Investment Board 1372 Tiger Blvd., Suite 102 Clemson, SC 29631 Licensee:

SC Department of Employment and Workforce

P.O. Box 995 Columbia, SC 29202

This addendum has the following effect on total SC Works Center Staff vs. DEW's allocation cost percentages for the following facility locations:

Comprehensive Center	Satellite Center	Satellite Center
SC Works Clemson	SC Works Seneca	SC Works Easley
WorkLink Employment Center	Tri-County Technical College	Tri-County Technical College
1376 Tiger Blvd. Suite 102	Oconee Campus	Easley Campus
Clemson, SC 29631	QuickJobs Development Center	QuickJobs Development Center
	104 Vocational Drive	1774 Powdersville Rd.
	Seneca, SC 29672	Easley, SC 29642
	SC Works Anderson	SC Works Honea Path
	Tri-County Technical College	Senator Billy O'Dell Learning Center
	Anderson Campus	Watkins Community Center
	QuickJobs Development Center	204 South Main St.
	(Opening October, 2013)	Honea Path, SC 29654
	511 Michelin Blvd	
	Anderson, SC 29625	

4 <sup>th</sup> Quarter (Apr-Jun 2014)	WIA Funded Employees (FTEs)	DEW Funded Employees (FTEs)	Other Partner Employees (FTEs)	Total FTEs	WIA & Other Partners Proportionate Share	DEW Proportionate Share
SC Works Clemson						
SC Works Anderson						
SC Works Easley						
SC Works Honea Path		-				
SC Works Seneca						

<sup>4.</sup> Reason for Addendum: Quarterly adjustment to FTEs will determine the fair share percentage of facility costs for which each partner will be responsible. Billing of each individual Center's cost will be based on the proportionate FTE share in the correlating Center location.

#### Agreement Period as of This Addendum

Beginnin	g Date: <u>July 1, 2013</u>	Ending D	ate:	<u>June 30, 2014</u>
EXCEPT A EFFECT.	S HEREBY ADDENDED, ALL TERMS AND CONDITION	ONS OF SA	ID AGREEI	MENT REMAIN UNCHANGED AND IN FULL FORCE AND
Approved	for the Licensor:	Approved	d for the L	icensee:
Name:	Dana Grant	Name:	Patrick P	ruitt
Title:	Program Manager II	Title:	Region N	1anager

Signature	Date	Signature	Date

		Anderson Fire & Safety	If Support (non W/B)	Cubicles	Telephones (non WIB)	Pest Control	Janitorial (Procured with Delender Services)	Common As ea Maintenance (\$567.5/mo)	Lesse/Rent (\$12°%,6(4) sq fg	Promoted and the Street Production of the Stre	SCDEW Copier Use & Long Distance Cats	WIA Copier Use	SC Works Honey Path	SC Warks Anderson	SC Work's Services	Sat allite Centers**		Schrid	Computers	Premises Excense	Equipment Bent	Communications	rachides costs			Care wengen	Title	Sign roydors that benefit SCDEW	Base - Core Staff															
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### THE WORKLINK SC WORKS SYSTEM

### MEMORANDUM OF UNDERSTANDING & RESOURCE SHARING AGREEMENT PURSUANT TO THE WORKFORCE INVESTMENT ACT OF 1998 ("WIA)

July 1, 2013 – June 30, 2014 (Plus one additional one-year renewal option)

In witness thereof, this Memorandum of Understanding and Resource Sharing Agreement is being executed by the following SC Works partner in the WorkLink Workforce Investment Area:

# Agency Name: \_\_\_\_\_\_ Telamon Corporation Address: \_\_\_\_\_ PO Box 12217 City/State/Zip: \_\_\_\_ Columbia, SC 29211-2217 AUTHORIZED OFFICIAL Name: \_\_\_\_\_ Barbara Coleman Title: \_\_\_\_\_ State Director Signature: \_\_\_\_\_\_ Date: \_\_\_\_\_

**AGENCY INFORMATION (Please Print or Type)** 

Partner Agency:	Telamon, Inc.
116°11°51	The state of the s

- 1. The Telamon Corporation agrees to contribute to the delivery of the following core services in the WorkLink SC Works system:
  - Employment and training services to migrant and seasonal farm workers, and their dependents, to include supportive services.
- 2. The Telamon Corporation will contribute the above named services in the following manner:
  - Access to organization's website with phone and email contact information
  - Printed brochures/flyers with contact information
  - Specialized translation services for eligible customers
  - Occasional training for SC Works Partners on available services and referral processes.
  - Attending Partner Meetings as appropriate.
- 3. The Telamon Corporation expects to derive the following benefits from the SC Works system:
  - Greater exposure to the community
  - Better coordination of services offered by SC Works Partners
  - Increase in enrollments
  - Assistance with placements into full-time employment.

Partner
Agency:

### **Tri-County Technical College**

- 1. Tri-County Technical College agrees to contribute to the delivery of the following services in the WorkLink SC Works system:
  - Academic Skills
  - Occupational Skills
  - Informational Material
  - Workshops
  - Partner Referrals
- 2. Tri-County Technical College will contribute the above named services in the following manner:
  - Partner with WorkLink SC Works and its' operator as the primary workforce system for workforce development services and provide participant referrals for SC Works services
  - Printed brochures/flyers with TCTC's contact information/promotional media
  - Access to TCTC's websites with phone and email contact information
  - Flexible hours of operation in order to meet SC Works clients' schedules
  - Clean, handicapped-accessible facilities with adequate space for clients to work effectively
  - Access to computers and internet
  - Qualified classroom instructors
  - Provide Core Workshops in accordance with the attached MOA.
  - Information sessions in the SC Works centers regarding available course and program offerings on a regular basis
  - Annual graduation ceremony and/or recognition for certificate or degree attainment
  - Provide Federal Student Aid information
  - Participation in Quarterly Partner Meetings
  - Participation in job fairs and other SC Works events
  - Allow use of facilities for delivery of SC Works services (ex. SC Works on the Go, SC Works Orientations, Rapid Response and Training).
- 3. Tri-County Technical College expects to derive the following benefits from the SC Works system:
  - Enrollments in Corporate and Community Education and Credit programs ultimately resulting in a more qualified workforce to meet employer demand
  - Greater exposure to the community
  - Better coordination and understanding of services with SC Works Partners.

### THE WORKLINK SC WORKS SYSTEM

### MEMORANDUM OF UNDERSTANDING & RESOURCE SHARING AGREEMENT PURSUANT TO THE WORKFORCE INVESTMENT ACT OF 1998 ("WIA)

July 1, 2013 – June 30, 2014 (Plus one additional one-year renewal option)

AGENCY INFORMATION (Please Print of Type)
Agency Name: Tri- County Technical College
,
Address: 7.0.30 x 587
City/State/Zip: Pendle Tow, SC 29670
AUTHORIZED OFFICIAL
Name:
Title: ROMNIC L. Both / PES Sont
Title.

### THE WORKLINK SC WORKS SYSTEM

## MEMORANDUM OF UNDERSTANDING & RESOURCE SHARING AGREEMENT PURSUANT TO THE WORKFORCE INVESTMENT ACT OF 1998 ("WIA)

July 1, 2013 – June 30, 2014 (Plus one additional one-year renewal option)

AGENCY INFORMATION (Please Print or Type)
Agency Name: SC Depointment Of Social Services Pickens
Address: 212 McDaniel Ave, P.O. Box 158
City/State/Zip: Pickens Sc 79671
AUTHORIZED OFFICIAL
Name: Nikita M. Harrison
Title: County Director
Signature: M. Witce M. Houssen
Date: 10.9.13

Partner Agency:

### Anderson, Oconee and Pickens County Department of Social Services

- 1. DSS agrees to contribute to the delivery of the following services in the WorkLink SC Works system:
  - Partners Referrals
  - Informational Material
  - Employment & Training Opportunities
- 2. DSS will contribute the above named services in the following manner:
  - Ensuring receivers of employment related DSS services are registered in SC Works Online System
  - Providing access to CHIPS through SC Department of Employment & Workforce for designated counselors for the purpose of determining eligibility for the Workforce Investment Act (WIA) program.
  - Ensure the safety and health of children and adults who cannot protect themselves and to assist those in need of food assistance and temporary financial assistance while transitioning into employment. (i.e. ABC Childcare Program, EBT/SNAP Benefits and Family Independence).
  - Using SC Works as a Work Experience site as appropriate
  - Providing print material including brochures and flyers
  - Access to the Department of Social Services website
  - Periodically educating SC Works staff on services and appropriate referrals
  - Participating in SC Works Partner Meetings
  - Collaborating with SC Works Business Services staff on applicable projects (ie. Work Experience, On-the-Job Training, STEP)
- 3. DSS expects to derive the following benefits from the SC Works system:
  - Access to SCWOS upon request to verify registration for customers receiving applicable DSS benefits.
  - Increase in appropriate referrals
  - Assistance in finding employment for program participants
  - Notification of employment opportunities
  - Collaboration with SC Works Business Services team to develop job opportunities for program participants.

### THE WORKLINK SC WORKS SYSTEM

### MEMORANDUM OF UNDERSTANDING & RESOURCE SHARING AGREEMENT PURSUANT TO THE WORKFORCE INVESTMENT ACT OF 1998 ("WIA)

July 1, 2013 – June 30, 2014 (Plus one additional one-year renewal option)

In witness thereof, this Memorandum of Understanding and Resource Sharing Agreement is being executed by the following SC Works partner in the WorkLink Workforce Investment Area:

### **AGENCY INFORMATION (Please Print or Type)**

Agency Name: Bamberg Job Corps Center

Address: 225 S. Pleasantburg Drive, E-5

City/State/Zip: Grenville, SC, 29607

**AUTHORIZED OFFICIAL** 

Name: <u>Haydee Vazquez</u>

Title: Director of South Carolina State Outreach & Admission/Career Transition Services

Date: September 24, 2013

	The state of the s
Partner	
Agency:	Job Corps
rigericy.	

- 1. The Job Corps' Outreach/Admission and Career Transition Services of the Upstate agrees to contribute to the delivery of the following services in the WorkLink SC Works system:
  - Academic Skills
  - Occupational Skills
  - Social Skills
  - Placement
  - Residential Training
  - Partner Referrals
  - Informational Material
- 2. The Job Corps' Admission and Career Transition Services of the Upstate will contribute the above named services in the following manner:
  - Once a month Information Sessions
  - Workshops as needed
  - Printed brochures/flyers with contact information
  - Access to websites with contact information
  - Accepting SC Works referrals
  - Referral process for referring participants to appropriate partner agencies
  - Using SC Works as a Work Experience site for program graduates
  - Participation in Quarterly Partner Meetings
- 3. The Job Corps' Outreach/Admission and Career Transition Services of the Upstate expects to derive the following benefits from the SC Works system:
  - An increase in center enrollments
  - Greater exposure to the community
  - Better coordination and understanding of services with SC Works Partners
  - An increase in placements after program completion
  - Notification of job openings and events
  - The use of meeting rooms in the SC Works centers as needed.

Partner	
Agency:	AARP

- 1. The AARP Foundation WorkSearch Senior Community Service Employment Program agrees to contribute to the delivery of the following core services in the WorkLink SC Works system:
  - Access to the WorkSearch Assessment System for seniors 55 and older
  - Partner Referrals to SC Works or other partners and services
  - Assist in the Resource Room
  - Informational Material
- 2. The AARP Foundation WorkSearch SCSEP will contribute the above named services in the following manner:
  - Printed brochures/flyers with W/S SCSEP contact information
  - Account creation for seniors 55 and older in the WorkSearch Assessment system
  - Trained staff to assist seniors in accessing W/S SCSEP programs
  - Participation in Partner Meetings as appropriate
  - Use the SC Works centers as a training / work experience site for participants.
- 3. The AARP Foundation WorkSearch SCSEP expects to derive the following benefits from the SC Works system:
  - Increased referrals from the SC Works centers to AARP Foundation WorkSearch SCSEP
  - An increase in AARP Foundation WorkSearch SCSEP enrollment
  - Greater exposure to the community
  - Better coordination and understanding of services with SC Works Partners

### THE WORKLINK SC WORKS SYSTEM

# MEMORANDUM OF UNDERSTANDING & RESOURCE SHARING AGREEMENT PURSUANT TO THE WORKFORCE INVESTMENT ACT OF 1998 ("WIA)

July 1, 2013 – June 30, 2014 (Plus one additional one-year renewal option)

AGENCY INFORMATION (Please Print or Type)	
Agency Name:	AARP FOUNDATION / SCSEP
	301 University Ridge – Suite 5550
City/State/Zip:	Greenville, SC 29601
AUTHORIZED OF	FICIAL  Joe Perry
Title:	Project Director
Signature:	

Partner
Agency:

### Anderson, Oconee and Pickens County Department of Social Services

- 1. DSS agrees to contribute to the delivery of the following services in the WorkLink SC Works system:
  - Partners Referrals
  - Informational Material
  - Employment & Training Opportunities
- 2. DSS will contribute the above named services in the following manner:
  - Ensuring receivers of employment related DSS services are registered in SC Works Online System
  - Providing access to CHIPS through SC Department of Employment & Workforce for designated counselors for the purpose of determining eligibility for the Workforce Investment Act (WIA) program.
  - Ensure the safety and health of children and adults who cannot protect themselves and to
    assist those in need of food assistance and temporary financial assistance while
    transitioning into employment. (i.e. ABC Childcare Program, EBT/SNAP Benefits and
    Family Independence).
  - Using SC Works as a Work Experience site as appropriate
  - Providing print material including brochures and flyers
  - Access to the Department of Social Services website
  - Periodically educating SC Works staff on services and appropriate referrals
  - Participating in SC Works Partner Meetings
  - Collaborating with SC Works Business Services staff on applicable projects (ie. Work Experience, On-the-Job Training, STEP)
- 3. DSS expects to derive the following benefits from the SC Works system:
  - Access to SCWOS upon request to verify registration for customers receiving applicable DSS benefits.
  - Increase in appropriate referrals
  - Assistance in finding employment for program participants
  - Notification of employment opportunities
  - Collaboration with SC Works Business Services team to develop job opportunities for program participants.

### THE WORKLINK SC WORKS SYSTEM

### MEMORANDUM OF UNDERSTANDING & RESOURCE SHARING AGREEMENT PURSUANT TO THE WORKFORCE INVESTMENT ACT OF 1998 ("WIA)

July 1, 2013 – June 30, 2014 (Plus one additional one-year renewal option)

AGENCY INFORMATION (Please Print or Type)	
Agency Name: DCONEE COUNTY DSS	
Address: 223A KENNETH STREET	
City/State/Zip: WACHALLA SC 29691	
AUTHORIZED OFFICIAL	
Name: ELAINE W RAILEY	
Title: COUNTY DIRECTOR	
$\mathcal{L}(\mathcal{L}(\mathcal{L}))$	
Signature:	
Date: 10/21/13	

### Partner Agency:

### Anderson, Oconee and Pickens County Department of Social Services

- 1. DSS agrees to contribute to the delivery of the following services in the WorkLink SC Works system:
  - Partners Referrals
  - Informational Material
  - Employment & Training Opportunities
- 2. DSS will contribute the above named services in the following manner:
  - Ensuring receivers of employment related DSS services are registered in SC Works Online System
  - Providing access to CHIPS throug
     Department of Employment & Workforce for designated counselors for the pure of determining eligibility for the Workforce Investment Act (WIA) program.
  - Ensure the safety and health of children and adults who cannot protect themselves and to assist those in need of food assistance and temporary financial assistance while transitioning into employment. (i.e. ABC Childcare Program, EBT/SNAP Benefits and Family Independence).
  - Using SC Works as a Work Experience site as appropriate
  - Providing print material including brochures and flyers
  - Access to the Department of Social Services website
  - Periodically educating SC Works staff on services and appropriate referrals
  - Participating in SC Works Partner Meetings
  - Collaborating with SC Works Business Services staff on applicable projects (ie. Work Experience, On-the-Job Training, STEP)
- 3. DSS expects to derive the following benefits from the SC Works system:
  - Access to SCWOS upon request to verify registration for customers receiving applicable DSS benefits.
  - Increase in appropriate referrals
  - Assistance in finding employment for gram participants
  - Notification of employment oppor
  - Collaboration with SC Works Bus Services team to develop job opportunities for program participants.

Signatu: Page

### THE WORKLINK SC WORKS SYSTEM

### MEMORANDUM OF UNDERSTANDING & RESOURCE SHARING AGREEMENT PURSUANT TO THE WORKFORCE INVESTMENT ACT OF 1998 ("WIA)

July 1, 2013 – June 30, 2014 (Plus one additional one-year renewal option)

AGENCY INFORMATION (Please Print or Type)
Agency Name: Anderson Dept. of Social Services
Address: 224 McGeeRd.
City/State/Zip: Anderson SC 29622
AUTHORIZED OFFICIAL
Name: Glenn Farrow
Title: County Director
Signature: Farrow
Date: 10-2-13

request by all the other partners will constitute the modification in question. The MOA may be terminated by any of the parties upon 30 days of written notice to the other parties.

### Signature Page

### THE WORKLINK SC WORKS SYSTEM

# MEMORANDUM OF UNDERSTANDING, RESOURCE SHARING AGREEMENT, & ACCESS POINT MOA PURSUANT TO THE WORKFORCE INVESTMENT ACT OF 1998 ("WIA)

July 1, 2013 – June 30, 2014 (Plus one additional one-year renewal option)

In witness thereof, this Memorandum of Understanding and Resource Sharing Agreement is being executed by the following SC Works partner in the WorkLink Workforce Investment Area:

**AGENCY INFORMATION (Please Print or Type)** 

Agency Name: Pickens Adult Education
Address: 106 Glazner St.
City/State/Zip: <u>Easley</u> , SC 29640
AUTHORIZED OFFICIAL  Name: May A. Gaston  Title: Director
Name: Mary A. Gaston
Title: Liredtor
Signature: <u>May (A) &amp; 2</u> Date: <u>9/23/B</u>

WORKLINK SC WORKS SYSTEM MEMORANDUM OF AGREEMENT	
Partner Agency:	Adult Education Center (Adult Learning Centers of Anderson, Oconee and Pickens Counties)

- **1.** The Adult Learning Centers of Anderson, Oconee and Pickens Counties agree to contribute to the delivery of the following services in the WorkLink SC Works system:
  - AE Services / Academic Skills:
    - o Literacy Instruction & Basic Skills Upgrading
    - o GED and Diploma Preparation
    - o English as a Second Language (ESL)
    - o WorkKeys Preparation and Assessment
    - o Community Education Courses
    - o TABE Assessment
  - Informational material
  - Partner Referrals
- 2. The Adult Learning Centers of Anderson, Oconee and Pickens Counties will contribute the above named services in the following manner:
  - Printed brochures / flyers with AE contact information
  - Access to AE's websites with phone and email contact information
  - Flexible hours of operation in order to meet SC Works clients' schedules
  - A clean, handicapped-accessible facility with adequate space for clients to work effectively.
  - AE will provide TABE Assessment Services, GED Preparation, WorkKeys Remediation and WorkKeys Testing in accordance with the Attached MOA.
  - Client access to a Transition Specialist or Certified Career Development Facilitator to assist clients with workplace and post-secondary transitions
  - Annual graduation ceremony for GED and High Scholl Diploma Graduates
  - Participation in Partner Meetings as appropriate
  - Referrals from their student base to the SC Works System Services
  - Serve as an SC Works System Access Point as outlined in the attached Access Point MOA.
- **3.** The Adult Learning Centers of Anderson, Oconee and Pickens Counties expect to derive the following benefits from the SC Works System:
  - An increase in adult education enrollment ultimately resulting in an increase in the number of High School Diploma's, GED's, WorkKeys Certificates and Literacy/Numeracy gains.
  - Greater exposure to the community
  - Better coordination and understanding of services with SC Works Partners
  - Access to SC Works on the Go services on a regular basis as available

	WORKLINK SC WORKS SYSTEM ACCESS POINT MOA
Partner Agency:	Adult Education Center (Adult Learning Centers of Anderson, Oconee and Pickens Counties)

This Memorandum of Agreement (MOA) is entered into in the spirit of cooperation and collaboration by the WorkLink SC Works (Operator, Henkels & McCoy), and Adult Learning Centers of Anderson, Oconee and Pickens Counties to describe how their resources will be utilized to better serve their mutual customers (job seekers, students and citizens). The primary purpose of the MOA is to provide additional resources to the workforce system in the WorkLink region. It is agreed that the development and implementation of this project will require mutual trust and teamwork between the partnering agencies, all working together to accomplish the shared goals.

To the extent that this MOA includes the terms "partner" and /or "partnership," the parties expressly agree that such terms are being used in a colloquial sense only. Accordingly, notwithstanding the use of the terms "partners" and/or "partnership", the parties are and shall be independent contractors to one another, and nothing herein shall be deemed to cause this MOA to create a legally enforceable partnership, agency or joint venture.

### **Strategic Vision**

The purpose of this partnership is to advance the economic well-being of this workforce investment area by developing and maintaining a quality workforce and by serving as the focal point for all local and regional workforce investment, education, and economic development services for job seekers, incumbent workers, and employers.

### **Host Site(s)**

Adult Learning Centers of Anderson, Oconee and Pickens Counties

### **Contributions/Resources**

The Adult Learning Centers will provide space, security, utilities, janitorial service, liability insurance, staff, etc as they currently maintain, to serve Adult Education students and other citizens in the local community as approved by Adult Education Administration utilizing the hardware and software technology provided by the WorkLink SC Works Operator as listed below.

### WorkLink SC Works Operator, Henkels & McCoy

WorkLink SC Works Operator, Henkels & McCoy will provide access to some if not all of the following programs: Resume resources, SCOIS, O-Net, Internet Claim Filing, and other software as suitable for job search, resume preparation, basic skills remediation and career exploration. A single Dell computer will be supplied for use by clients at this location. Training on software/hardware for designated Adult Education staff will be provided by Henkels & McCoy. A liaison with WorkLink SC Works Operator, Henkels & McCoy will be available to provide technical assistance during start up and as a resource thereafter.

### **Performance Criteria**

It is agreed that this partnership will strive to achieve the following standards of quality service for its customers, employees, and partners.

#### All customers will receive:

- 1. Prompt and courteous service from the staff.
- 2. The service(s) designed to assist customers (both job seekers and employers) in achieving their educational and/or employment goals.
- 3. ADA requirements of equal services.

### All employees will:

- 1. Work in a safe and professional environment.
- 2. Receive the best tools to achieve the desired outcome for their customers.
- 3. Receive cross training orientation: each agency will describe programs, responsibilities, eligibility, services, etc.
- 4. Follow ADA requirements of equal services.

### All partners will:

- 1. Deliver high quality services
- 2. Strive to exceed mutual goals as a team
- 3. Assist in providing long-term employment outcomes for both job seekers and employer customers receiving assistance.
- 4. Follow ADA requirements of equal services.

#### **Systematic Referral Process**

It is agreed that the Adult Learning Centers of Anderson, Oconee and Pickens Counties, partner of this signed MOA, will conduct customer referrals to the WorkLink SC Works Center for services not available at their sites. The Adult Learning Centers staff will be provided orientation and/or information involved with the WorkLink SC Works programs, including the Workforce Investment Act (WIA), and the Trade Adjustment Assistance Act (TAA).

### **Governance of the Access Points**

Adult Learning Centers of Anderson, Oconee and Pickens Counties will have ultimate authority over activities at the access point located at their center. From time to time due to holidays, the schedule will have to be adjusted to accommodate the host of the Access Points. For this reason, a calendar will be developed in advance for better planning. The calendar should be located near the designated computer and adequate closure dates posted in advance for the convenience of the customers.

- 1. The host agency will assure that oversight, technical assistance and resources are available for the continuing updates of the Access Points.
- 2. The partners will share responsibility for meeting all performance standards mutually established.
- 3. The partners will meet as needed to review customer service needs, performance standards and make operational changes as required.
- 4. Tracking logs will be setup and maintained for monthly reports to gauge usage of the terminals and what services are being utilized.

### **Confidentiality of Records**

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- 2. The Partnership will strictly adhere to all Federal, State and Local laws that pertain to Civil Rights Laws.
- 3. It is expressly understood and agreed by all members of the Partnership that employees receiving compensation for work performed for this agreement remain at all times employees of their agency and shall in no way be deemed employees of the partnership.
- 4. No funds utilized in conducting activities under this agreement shall be used to promote religious or anti-religious activities or used for lobbying activities in violation of 18 U.S.C. 1913, or used for political activities in violation of 5 U.S.C. 1913, or used for political activities in violation of 5U.S.C. 1501 to 1508.
- 5. Each member of the partnership assures that it is an equal opportunity employer and is aware of and shall comply with Equal Employment Opportunity Commission practices as mandated by state and federal statutes and regulations.
- 6. The Partnership will not expose customers to surroundings or working conditions, which are unsanitary, hazardous, or dangerous; customers employed or trained for inherently dangerous occupations shall be assigned to work in accordance with reasonable safety practices.
- 7. Each member will assure that it will follow its Drug-Free Workplace Certification to assure that it is in compliance with Executive Order No. 90-5.

### **Liability Insurance**

Each partner insures that it will secure and maintain general tort liability insurance through an authorized carrier in at least the amount specified in South Carolina Code 15-78-120 of the South Carolina Tort Claims Act. Any Liability of the partner or any claims, damages, losses or cost arising out of related acts performed by the partners, or their agents under this agreement shall be governed by the South Carolina Tort Claims Act 15-78-10, et seq.

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#### Modification of the MOA

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### **Signature Page**

### THE WORKLINK SC WORKS SYSTEM

# MEMORANDUM OF UNDERSTANDING, RESOURCE SHARING AGREEMENT, & ACCESS POINT MOA PURSUANT TO THE WORKFORCE INVESTMENT ACT OF 1998 ("WIA)

July 1, 2013 – June 30, 2014 (Plus one additional one-year renewal option)

AGENCY I	NFORMATION (Please Print or Type)	
Agency Nam	ne: Oconee Adult Education	
Address:	315 A Holland Avenue	
City/State/Zi	p: <b>Seneca, SC 29678</b>	
AUTHORIZ	ZED OFFICIAL	
Name:	Gene E. Williams	
Title:	Director	
Signature:	September 20, 2013	

### THE WORKLINK SC WORKS SYSTEM

### MEMORANDUM OF UNDERSTANDING & RESOURCE SHARING AGREEMENT PURSUANT TO THE WORKFORCE INVESTMENT ACT OF 1998 ("WIA)

July 1, 2013 – June 30, 2014 (Plus one additional one-year renewal option)

	ORMATION (Please Print or Type)
Agency Name:	SC INDIAN DEVELOPMENT COUNCIL, INC
Address:	P O BOX 957 (mailing address) 2915 Reservation Road (physical address)
City/State/Zip: _	Rock Hill, SC 29731
AUTHORIZED	
Name: Phy	llis B. Williams
Title: Dire	ector
α·	
Signature: Ka	year B. Welliand
Date: July	1, 2013

### THE WORKLINK SC WORKS SYSTEM

### MEMORANDUM OF UNDERSTANDING & RESOURCE SHARING AGREEMENT PURSUANT TO THE WORKFORCE INVESTMENT ACT OF 1998 ("WIA)

July 1, 2013 – June 30, 2014 (Plus one additional one-year renewal option)

In witness thereof, this Memorandum of Understanding and Resource Sharing Agreement is being executed by the following SC Works partner in the WorkLink Workforce Investment Area:

### 

**AGENCY INFORMATION (Please Print or Type)** 

Partner	SHARE, Inc.
Agency:	

- 1. SHARE, Inc. agrees to contribute to the delivery of the following core services in the WorkLink SC Works system:
  - Partners Referrals
  - Informational Material
  - Workshops
- 2. SHARE, Inc. will contribute the above named services in the following manner:
  - Participate in Partner Meetings
  - Providing print materials including brochures and flyers and access to applicable websites.
  - Providing assistance with heating and cooling, emergencies, and housing to customers in the WorkLink regions.
  - Educating SC Works Staff periodically on appropriate referrals and availability of assistance.
  - Registering receivers of applicable SHARE services in the SC Works Online System.
- 3. SHARE, Inc. expects to derive the following benefits from the SC Works system:
  - Access to SCWOS upon request to verify receivers of SHARE, Inc. services are registered for employment services with SC Works.
  - Increase in appropriate referrals
  - Notification of employment opportunities
  - Better coordination of SC Works Partners

# WORKLINK SCWORKS SYSTEM MEMORANDUM OF AGREEMENT Partner Adult Education Center Agency: (Adult Bearning Genters of Andenson Oconectand Rickens Counties)

- 1. The Adult Learning Centers of Anderson, Oconee and Pickens Counties agree to contribute to the delivery of the following services in the WorkLink SC Works system:
  - AE Services / Academic Skills:
    - o Literacy Instruction & Basic Skills Upgrading
    - o GED and Diploma Preparation
    - o English as a Second Language (ESL)
    - o WorkKeys Preparation and Assessment
    - o Community Education Courses
    - o TABE Assessment
  - Informational material
  - Partner Referrals
- 2. The Adult Learning Centers of Anderson, Oconee and Pickens Counties will contribute the above named services in the following manner:
  - Printed brochures / flyers with AE contact information
  - Access to AE's websites with phone and email contact information
  - Flexible hours of operation in order to meet SC Works clients' schedules
  - A clean, handicapped-accessible facility with adequate space for clients to work effectively.
  - AE will provide TABE Assessment Services, GED Preparation, WorkKeys Remediation and WorkKeys Testing in accordance with the Attached MOA.
  - Client access to a Transition Specialist or Certified Career Development Facilitator to assist clients with workplace and post-secondary transitions
  - Annual graduation ceremony for GED and High Scholl Diploma Graduates
  - Participation in Partner Meetings as appropriate
  - Referrals from their student base to the SC Works System Services
  - Serve as an SC Works System Access Point as outlined in the attached Access Point MOA.
- 3. The Adult Learning Centers of Anderson, Oconee and Pickens Counties expect to derive the following benefits from the SC Works System:
  - An increase in adult education enrollment ultimately resulting in an increase in the number of High School Diploma's, GED's, WorkKeys Certificates and Literacy/Numeracy gains.
  - Greater exposure to the community
  - Better coordination and understanding of services with SC Works Partners
  - Access to SC Works on the Go services on a regular basis as available

WORKLINK SCWORKS SYSTEM	
ACCESSIPOINT MOA	
Partner Adult Education Center	
Agency (AdultsLeaning Centers of Anderson, Oconee and Rick	ens Gounnes)

This Memorandum of Agreement (MOA) is entered into in the spirit of cooperation and collaboration by the WorkLink SC Works (Operator, Henkels & McCoy), and Adult Learning Centers of Anderson, Oconee and Pickens Counties to describe how their resources will be utilized to better serve their mutual customers (job seekers, students and citizens). The primary purpose of the MOA is to provide additional resources to the workforce system in the WorkLink region. It is agreed that the development and implementation of this project will require mutual trust and teamwork between the partnering agencies, all working together to accomplish the shared goals.

To the extent that this MOA includes the terms "partner" and /or "partnership," the parties expressly agree that such terms are being used in a colloquial sense only. Accordingly, notwithstanding the use of the terms "partners" and/or "partnership", the parties are and shall be independent contractors to one another, and nothing herein shall be deemed to cause this MOA to create a legally enforceable partnership, agency or joint venture.

### Strategic Vision

The purpose of this partnership is to advance the economic well-being of this workforce investment area by developing and maintaining a quality workforce and by serving as the focal point for all local and regional workforce investment, education, and economic development services for job seekers, incumbent workers, and employers.

### Host Site(s)

Adult Learning Centers of Anderson, Oconee and Pickens Counties

### **Contributions/Resources**

The Adult Learning Centers will provide space, security, utilities, janitorial service, liability insurance, staff, etc as they currently maintain, to serve Adult Education students and other citizens in the local community as approved by Adult Education Administration utilizing the hardware and software technology provided by the WorkLink SC Works Operator as listed below.

### WorkLink SC Works Operator, Henkels & McCoy

WorkLink SC Works Operator, Henkels & McCoy will provide access to some if not all of the following programs: Resume resources, SCOIS, O-Net, Internet Claim Filing, and other software as suitable for job search, resume preparation, basic skills remediation and career exploration. A single Dell computer will be supplied for use by clients at this location. Training on software/hardware for designated Adult Education staff will be provided by Henkels & McCoy. A liaison with WorkLink SC Works Operator, Henkels & McCoy will be available to provide technical assistance during start up and as a resource thereafter.

### **Performance Criteria**

It is agreed that this partnership will strive to achieve the following standards of quality service for its customers, employees, and partners.

#### All customers will receive:

- 1. Prompt and courteous service from the staff.
- 2. The service(s) designed to assist customers (both job seekers and employers) in achieving their educational and/or employment goals.
- 3. ADA requirements of equal services.

### All employees will:

- 1. Work in a safe and professional environment.
- 2. Receive the best tools to achieve the desired outcome for their customers.
- 3. Receive cross training orientation: each agency will describe programs, responsibilities, eligibility, services, etc.
- 4. Follow ADA requirements of equal services.

### All partners will:

- 1. Deliver high quality services
- 2. Strive to exceed mutual goals as a team
- 3. Assist in providing long-term employment outcomes for both job seekers and employer customers receiving assistance.
- 4. Follow ADA requirements of equal services.

### **Systematic Referral Process**

It is agreed that the Adult Learning Centers of Anderson, Oconee and Pickens Counties, partner of this signed MOA, will conduct customer referrals to the WorkLink SC Works Center for services not available at their sites. The Adult Learning Centers staff will be provided orientation and/or information involved with the WorkLink SC Works programs, including the Workforce Investment Act (WIA), and the Trade Adjustment Assistance Act (TAA).

### **Governance of the Access Points**

Adult Learning Centers of Anderson, Oconee and Pickens Counties will have ultimate authority over activities at the access point located at their center. From time to time due to holidays, the schedule will have to be adjusted to accommodate the host of the Access Points. For this reason, a calendar will be developed in advance for better planning. The calendar should be located near the designated computer and adequate closure dates posted in advance for the convenience of the customers.

- 1. The host agency will assure that oversight, technical assistance and resources are available for the continuing updates of the Access Points.
- 2. The partners will share responsibility for meeting all performance standards mutually established.
- 3. The partners will meet as needed to review customer service needs, performance standards and make operational changes as required.
- 4. Tracking logs will be setup and maintained for monthly reports to gauge usage of the terminals and what services are being utilized.

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- 1. The Partnership shall insure that no person shall be discriminated against in consideration or receipt of employment or training services or staff position because of sex, disability, race, color, age religion or national origin. Each participant shall have recourse through the appropriate complaint procedure.
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MEMORANDUM OF UNDERSTANDING, RESOURCE SHARING AGREEMENT, & ACCESS POINT MOA
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 ("WIA)

July 1, 2013 – June 30, 2014 (Plus one additional one-year renewal option)

In witness thereof, this Memorandum of Understanding and Resource Sharing Agreement is being executed by the following SC Works partner in the WorkLink Workforce Investment Area:

Agency Name: Anderson Adu It Education
Address: 2005 N. Main St.
City/State/Zip: Awderson 5.C. 29621
AUTHORIZED OFFICIAL
Name: Richard GAINES / Ruhard Barnes Title: Due for
Title: Due los
Signature:
Date:

AGENCY INFORMATION (Please Print or Type)

WORKLINK SC WORKS SYSTEM
THE PROPERTY OF THE PROPERTY O
Partner Adult Education Center
Agency: (Adult Learning Centers of Anderson, Oconee and Pickens Countles)

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### THE WORKLINK SC WORKS SYSTEM

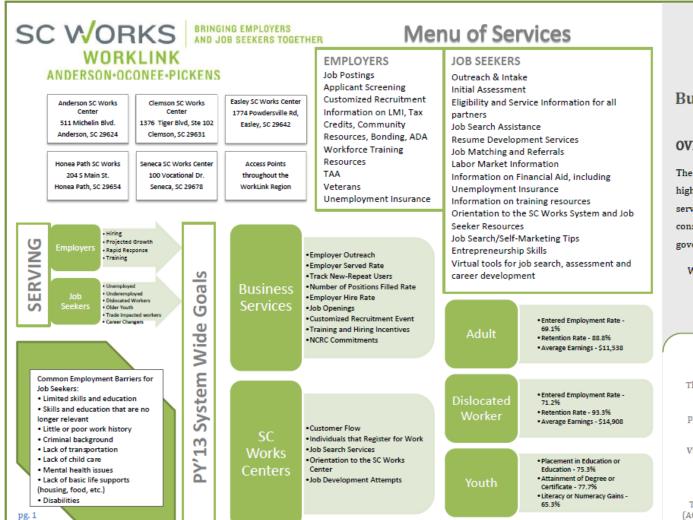
# MEMORANDUM OF UNDERSTANDING, RESOURCE SHARING AGREEMENT, & ACCESS POINT MOA PURSUANT TO THE WORKFORCE INVESTMENT ACT OF 1998 ("WIA)

July 1, 2013 – June 30, 2014 (Plus one additional one-year renewal option)

AGENCY INFORMATION (Please Print or Type)
Agency Name: Anderson 173 AE
Address: 214 Lebby 5+
City/State/Zip: Pelzer, 50 29669
AUTHORIZED OFFICIAL
Name: Janice Waypoll
Title: Director
Title: Wireclor
Signature: anuly old
Date: 9120/13

### Linking Employers & the Workforce

### Appendix 2 - Business Plan



### **Business Plan**

#### OVERVIEW

The WorkLink SC Works System delivers high quality employment and training related services to employers and job seekers consistent with the vision and mission of the governing body:

WorkLink Workforce Investment Board.

#### Governance & Oversight

The Board establishes local policy, creates the local service delivery system and provides guidance, training and oversight to the providers that comprise the one stop system.

The vision and mission of the Board are: Vision Statement - To have a fully employed, skilled workforce.

Mission Statement - To develop the link between employers and the workforce.

The SC Appalachian Council of Governments (ACOG) serves as the Fiscal Agent for the Board.



### Linking Employers & the Workforce

### Appendix 3 - Customer Routing Slips



D Order #       Job Order #         D Order #       Job Order #         D Order #       Job Order #	<u> </u>	ARE YOU A VETERAN?				
Trade/ TAA  Appointment with:  WIA Appointment with:  Career Development Appointment with:  File for Unemployment/ Extension/ Request benefit history  RES/REA/ Eligibility Review  Resume Assistance  Job Search/ Register with SC Works  Other Visiting Partner:  Job Search Information  O Order # Job Order #	e:		La	st 4 of SSI	N:	
Appointment with:  WIA Appointment with:  Career Development Appointment with:  File for Unemployment/ Extension/ Request benefit history  RES/REA/ Eligibility Review  Resume Assistance  Job Search/ Register with SC Works  Other Visiting Partner:  Job Search Information  Order # Job Order # Jo	Services Need	led Today:	Please circ	cle all that	apply	
Career Development Appointment with:  File for Unemployment/ Extension/ Request benefit history  RES/REA/ Eligibility Review  Resume Assistance  Job Search/ Register with SC Works  Other Visiting Partner:  Job Search Information  O Order # Job Or	Trade/ TAA	Appoint	ment with:			
File for Unemployment/ Extension/ Request benefit history  RES/REA/ Eligibility Review  Resume Assistance  Job Search/ Register with SC Works  Other Visiting Partner:  Job Search Information  b Order # Job Order #	WIA	Appoint	ment with:			
RES/REA/ Eligibility Review  Resume Assistance  Job Search/ Register with SC Works  Other Visiting Partner:  Job Search Information  b Order # Job Ord	Career Development	Appoint	ment with:			
Resume Assistance  Job Search/ Register with SC Works  Other Visiting Partner:  Job Search Information  b Order # Job Order #	File for Unemployment/ I	Extension/ R	equest benef	it history		
Job Search/ Register with SC Works  Other Visiting Partner:  Job Search Information  b Order # Job Ord	RES/REA/ Eligibility Revi	iew				
Other Visiting Partner:  Job Search Information  b Order # Job Order #  w was our service?	Resume Assistance					
Job Search Information	Job Search/ Register wit	h SC Works				
b Order # Job Order #	Other Visiting Partner: _					
Job Order #   Job Order #		Job Searcl	n Information	1		
b Order # Job Order # b Order # Job Order #  v was our service?	Order #		Job Order#			
b Order# Job Order# w was our service?	Order#		Job Order#			
w was our service?	Order #		Job Order#			
	Order #		Job Order#			
Excellent Very Good Good Fair Poor	was our service?					
	Excellent	Very Good	Good	Fair	Poor	



### Linking Employers & the Workforce

### Appendix 4 – Usage Reports

	Q1 2013	Q1 2013	Q1 2013	
Jobseekers Services	July 2013	August 2013	September 2013	Total
	2221	2208	703	5132
Center Traffic (Total Customer Count):  Anderson	1513	1435	0	
	0	0	395	2948
Clemson	219	343	228	395 790
Easley Honea Path	0	20	80	
	78	0	0	100 78
Liberty Seneca	411	410	449	
				1270
Individuals that Registered:	549	478	372	1399
Anderson	292	190	124	606
Clemson	0	0	0	0
Easley	0	101	84	185
Honea Path	0	54	46	100
Liberty	140	0	0	140
Seneca	117	133	71	321
Unduplicated Customer Count:	5430	3908	4200	13538
Anderson	2977	2520	1701	7198
Clemson	0	0	0	0
Easley	0	260	323	583
Honea Path	0	97	135	232
Liberty	1314	0	661	1975
Seneca	1139	1031	855	3025
Job Search Services:	34823	8231	11666	54720
Anderson	18904	6991	5262	31157
Clemson	0	0	0	0
Easley	0	172	629	801
Honea Path	0	154	114	268
Liberty	8851	0	2394	11245
Seneca	7068	914	2767	10749
Orientation Attendance:	63	58	132	253
Employer Services:				
Internal Job Orders/ Employer Job Openings:	90	251	84	425
Anderson	67	48	22	137
Clemson	0	0	0	0
Easley	0	2	14	16
Honea Path			1.7	
	0	2	0	2
LIDETTV	0 15	2	-	2 21
Liberty Seneca	15	0	6	21
Seneca	15 8	0 199	6 8	21 215
Seneca Services Provided Employers	15 8 <b>1342</b>	0 199 <b>686</b>	6 8 <b>543</b>	21 215 <b>2571</b>
Seneca Services Provided Employers Anderson	15 8 <b>1342</b> 1162	0 199 <b>686</b> 576	6 8 <b>543</b> 383	21 215 <b>2571</b> 2121
Seneca Services Provided Employers Anderson Clemson	15 8 <b>1342</b> 1162 0	0 199 <b>686</b> 576	6 8 <b>543</b> 383 0	21 215 <b>2571</b> 2121 0
Seneca Services Provided Employers Anderson Clemson Easley	15 8 <b>1342</b> 1162 0	0 199 <b>686</b> 576 0 26	6 8 <b>543</b> 383 0 57	21 215 <b>2571</b> 2121 0 83
Seneca Services Provided Employers Anderson Clemson Easley Honea Path	15 8 <b>1342</b> 1162 0 0	0 199 <b>686</b> 576 0 26	6 8 <b>543</b> 383 0 57	21 215 <b>2571</b> 2121 0 83 1
Seneca Services Provided Employers Anderson Clemson Easley Honea Path Liberty	15 8 <b>1342</b> 1162 0 0 0	0 199 <b>686</b> 576 0 26 0	6 8 <b>543</b> 383 0 57 1	21 215 <b>2571</b> 2121 0 83 1
Seneca Services Provided Employers Anderson Clemson Easley Honea Path Liberty Seneca	15 8 <b>1342</b> 1162 0 0 0 0 55	0 199 <b>686</b> 576 0 26 0	6 8 <b>543</b> 383 0 57 1 5	21 215 <b>2571</b> 2121 0 83 1 60 292
Seneca Services Provided Employers Anderson Clemson Easley Honea Path Liberty Seneca Hiring Events:	15 8 1342 1162 0 0 0 55 125	0 199 <b>686</b> 576 0 26 0 0	6 8 543 383 0 57 1 5 83	21 215 <b>2571</b> 2121 0 83 1 60 292 <b>3</b>
Seneca  Services Provided Employers  Anderson Clemson Easley Honea Path Liberty Seneca  Hiring Events: Anderson	15 8 1342 1162 0 0 0 55 125 0	0 199 <b>686</b> 576 0 26 0 0 84 <b>0</b>	6 8 543 383 0 57 1 5 83 3	21 215 <b>2571</b> 2121 0 83 1 60 292 <b>3</b> 0
Seneca Services Provided Employers Anderson Clemson Easley Honea Path Liberty Seneca Hiring Events: Anderson Clemson	15 8 1342 1162 0 0 0 55 125 0	0 199 <b>686</b> 576 0 26 0 0 84 <b>0</b>	6 8 543 383 0 57 1 5 83 3 0	21 215 <b>2571</b> 2121 0 83 1 60 292 <b>3</b> 0
Seneca  Services Provided Employers  Anderson Clemson Easley Honea Path Liberty Seneca  Hiring Events:  Anderson Clemson Easley	15 8 1342 1162 0 0 0 55 125 0 0	0 199 <b>686</b> 576 0 26 0 0 84 <b>0</b>	6 8 543 383 0 57 1 5 83 3 0	21 215 <b>2571</b> 2121 0 83 1 60 292 <b>3</b> 0
Seneca  Services Provided Employers  Anderson Clemson Easley Honea Path Liberty Seneca  Hiring Events:  Anderson Clemson Easley Honea Path	15 8 1342 1162 0 0 0 55 125 0 0	0 199 <b>686</b> 576 0 26 0 0 84 <b>0</b> 0	6 8 543 383 0 57 1 5 83 3 0 0	21 215 2571 2121 0 83 1 60 292 3 0 0
Seneca  Services Provided Employers  Anderson Clemson Easley Honea Path Liberty Seneca  Hiring Events:  Anderson Clemson Easley Honea Path Liberty	15 8 1342 1162 0 0 0 55 125 0 0 0	0 199 <b>686</b> 576 0 26 0 0 84 <b>0</b> 0	6 8 543 383 0 57 1 5 83 3 0 0	21 215 2571 2121 0 83 1 60 292 3 0 0
Seneca  Services Provided Employers  Anderson Clemson Easley Honea Path Liberty Seneca  Hiring Events:  Anderson Clemson Easley Honea Path Liberty Seneca	15 8 1342 1162 0 0 0 55 125 0 0 0 0	0 199 <b>686</b> 576 0 26 0 0 84 <b>0</b> 0	6 8 543 383 0 57 1 5 83 3 0 0 0 0	21 215 2571 2121 0 83 1 60 292 3 0 0 0
Seneca  Services Provided Employers  Anderson Clemson Easley Honea Path Liberty Seneca  Hiring Events: Anderson Clemson Easley Honea Path Liberty Seneca Entered Employments:	15 8 1342 1162 0 0 0 55 125 0 0 0 0 0	0 199 <b>686</b> 576 0 26 0 0 84 <b>0</b> 0 0 0	6 8 543 383 0 57 1 5 83 3 0 0 0 0 0 0	21 215 2571 2121 0 83 1 60 292 3 0 0 0 0 0 3 56
Seneca  Services Provided Employers  Anderson Clemson Easley Honea Path Liberty Seneca  Hiring Events: Anderson Clemson Easley Honea Path Liberty Seneca  Entered Employments: Anderson	15 8 1342 1162 0 0 0 55 125 0 0 0 0 0 125 125	0 199 <b>686</b> 576 0 26 0 0 84 <b>0</b> 0 0 0 0 0 3 <b>7</b>	6 8 543 383 0 57 1 5 83 3 0 0 0 0 0 0 0 3 7	21 215 2571 2121 0 83 1 60 292 3 0 0 0 0 3 56 53
Seneca  Services Provided Employers  Anderson Clemson Easley Honea Path Liberty Seneca  Hiring Events:  Anderson Clemson Easley Honea Path Liberty Seneca  Entered Employments: Anderson Clemson	15 8 1342 1162 0 0 0 55 125 0 0 0 0 0 125 125	0 199 <b>686</b> 576 0 26 0 0 84 <b>0</b> 0 0 0 0 0 0 3 <b>7</b> 37	6 8 543 383 0 57 1 5 83 3 0 0 0 0 0 0 0 0 3 7	21 215 2571 2121 0 83 1 60 292 3 0 0 0 0 3 56 53 0
Seneca  Services Provided Employers  Anderson Clemson Easley Honea Path Liberty Seneca  Hiring Events:  Anderson Clemson Easley Honea Path Liberty Seneca  Entered Employments:  Anderson Clemson Easley Anderson Clemson Easley Entered Employments: Anderson Clemson Easley	15 8 1342 1162 0 0 0 55 125 0 0 0 0 12 11 0 0	0 199 <b>686</b> 576 0 26 0 0 84 <b>0</b> 0 0 0 0 0 3 <b>7</b>	6 8 543 383 0 57 1 5 83 3 0 0 0 0 0 0 0 3 7	21 215 2571 2121 0 83 1 60 292 3 0 0 0 0 3 56 53
Seneca  Services Provided Employers  Anderson Clemson Easley Honea Path Liberty Seneca  Hiring Events:  Anderson Clemson Easley Honea Path Liberty Seneca  Entered Employments:  Anderson Clemson Easley Honea Path Liberty Seneca  Entered Employments: Anderson Clemson Easley Honea Path	15 8 1342 1162 0 0 0 55 125 0 0 0 0 12 11 0 0 0	0 199 <b>686</b> 576 0 26 0 0 84 <b>0</b> 0 0 0 0 0 0 3 <b>7</b> 37	6 8 543 383 0 57 1 5 83 3 0 0 0 0 0 0 0 3 7 5	21 215 2571 2121 0 83 1 60 292 3 0 0 0 0 0 3 56 53 0
Seneca  Services Provided Employers  Anderson Clemson Easley Honea Path Liberty Seneca  Hiring Events:  Anderson Clemson Easley Honea Path Liberty Seneca  Entered Employments: Anderson Clemson Easley Anderson Clemson Easley Entered Employments: Anderson Clemson Easley	15 8 1342 1162 0 0 0 55 125 0 0 0 0 12 11 0 0	0 199 <b>686</b> 576 0 26 0 0 84 <b>0</b> 0 0 0 0 0 0 3 <b>7</b> 37	6 8 543 383 0 57 1 5 83 3 0 0 0 0 0 0 0 0 3 7 5	21 215 2571 2121 0 83 1 60 292 3 0 0 0 0 0 3 56 53 0 0
Seneca  Services Provided Employers  Anderson Clemson Easley Honea Path Liberty Seneca  Hiring Events:  Anderson Clemson Easley Honea Path Liberty Seneca  Entered Employments:  Anderson Clemson Easley Honea Path Liberty Seneca	15 8 1342 1162 0 0 0 55 125 0 0 0 0 12 11 0 0 0	0 199 <b>686</b> 576 0 26 0 0 84 <b>0</b> 0 0 0 0 0 0 0 3 <b>7</b> 37	6 8 543 383 0 57 1 5 83 3 0 0 0 0 0 0 0 3 7 5	21 215 2571 2121 0 83 1 60 292 3 0 0 0 0 0 3 56 53 0 0

New

New

CO

New

CO

New

50-59

#### **BRINGING EMPLOYERS** AND JOB SEEKERS TOGETHER

#### ANDERSON-OCONEE-PICKENS

	_	aphics at Re	_	
	Anderson	Oconee	Pickens	Total
Male	82	40	28	150
CO	65	31	22	118
New	11	7	5	23
Female	139	50	63	252
CO	122	40	51	213
New	16	8	4	28
Unemployed	194	78	76	348
CO	165	62	61	288
New	22	12	7	41
18-21	6	2	3	11
CO	4	2	2	8
New	2	0	1	3
22-29	49	16	14	79
СО	40	11	13	64
New	9	5	1	15
30-39	59	23	26	108
CO	50	10	23	0.2

16 **87** 74

13 77

69

20

19

## Caseload Breakdown

	Active	Follow-up	Total
Clay	50	51	101
Hamrick	44	57	101
Hunter	0	2	2
Johnson	45	44	89
Riddle	34	40	74
Snider	60	51	111
Teixieria	60	75	135
Parnell	87	56	143
Total	380	376	756

## **PY13 Enrollments**

	со	New	Total
Clay	41	9	50
Hamrick	39	6	45
Hunter	0	0	0
Johnson	38	7	45
Riddle	33	1	34
Snider	51	9	60
Teixieria	52	8	60
Parnell	77	11	88
Total	331	51	382

#### **Applications**

	Total			
Completed	69			
Partial	1			

#### Eligibility

	Total
Eligibile	51
Not Fligible	28

#### Enrollment

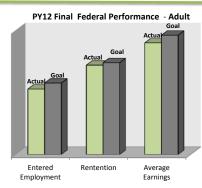
	Total
Enrolled	51
Not Enrolled	28

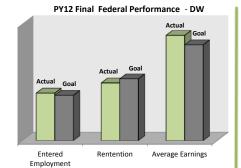
### WorkKeys

	co	New	Total
Platinium	0	0	0
Gold	39	5	44
Silver	134	12	146
Bronze	36	2	38
Total	209	19	228

#### Workshops

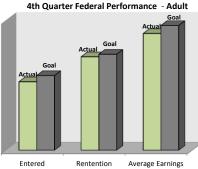
	Core	Intensive	Total
Employability	18	37	55
Financial Literacy	0	0	0
Expungement/Pardons	15	4	19
Computer Skills	28	18	46
Total	61	59	120











Rentention

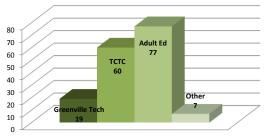
Employment



4th Quarter Federal Performance - DW

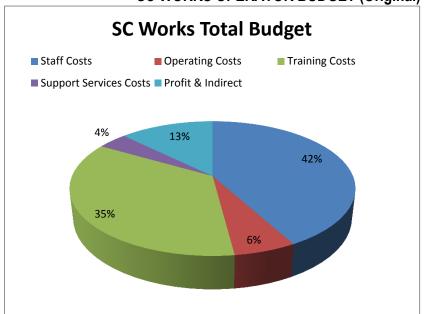


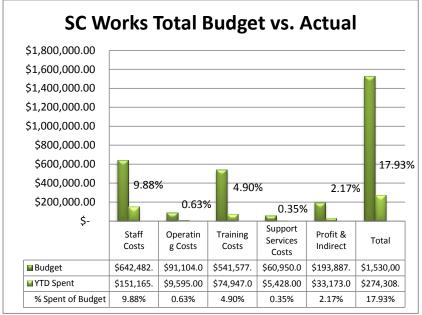
## YTD Training Provided - Provider

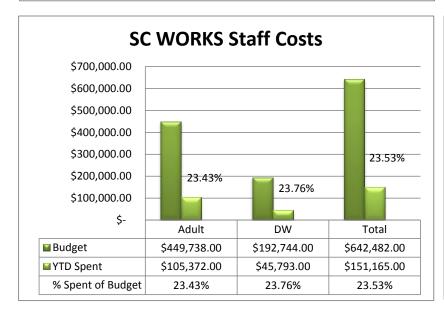


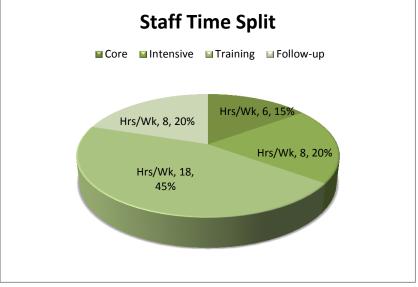
#### Henkels & McCoy, Inc. Training Services Group

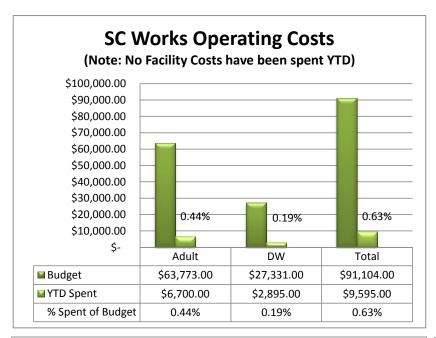
## SC WORKS OPERATOR BUDGET (Original) - 7/1/13 to 6/30/14 (thru September 2013)

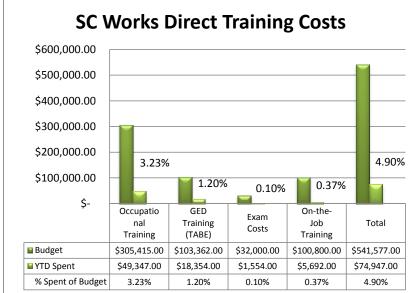


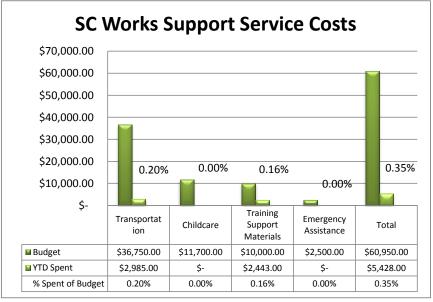












# SC VORKS BRINGING EMPLOYERS AND JOB SEEKERS TOGETHER WORKLINK ANDERSON-OCONEE-PICKENS

## Adult / DW - Total

PY13 Budget	PY13 ITA Budgets	PY13 Deobligations	PY13 ITA Budget including Deobligations	PY13 Vouchers Disbursed	PY13 Vouchers Disbursed that are Paid	PY13 Vouchers Disbursed that haven't cleared	PY13 Obligations (Budget minus all vouchers made)	Remaining to be Obligated	PY14 Obligations
\$331,115.00	\$202,603.65	\$15,887.75	\$186,715.90	\$101,548.53	\$43,783.77	\$57,764.76	\$142,932.13	\$144,399.10	\$11,489.00

## **Adult**

PY13 Budget	PY13 ITA Budgets	PY13 Deobligations	PY13 ITA Budget including Deobligations	PY13 Vouchers Disbursed	PY13 Vouchers Disbursed that are Paid	PY13 Vouchers Disbursed that haven't cleared	PY13 Obligations (Budget minus all vouchers made)	Remaining to be Obligated	PY14 Obligations
\$222,590.00	\$138,431.22	\$14,212.75	\$124,218.47	\$77,232.03	\$33,186.58	\$44,045.45	\$91,031.89	\$98,371.53	\$9,041.00

## DW

PY13 Budget	PY13 ITA Budgets	PY13 Deobligations	PY13 ITA Budget including Deobligations	PY13 Vouchers Disbursed	PY13 Vouchers Disbursed that are Paid	PY13 Vouchers Disbursed that haven't cleared	PY13 Obligations (Budget minus all vouchers made)	Remaining to be Obligated	PY14 Obligations
\$108,525.00	\$64,172.43	\$1,675.00	\$62,497.43	\$24,236.50	\$10,597.19	\$13,639.31	\$51,900.24	\$46,027.57	\$2,448.00

## OJT - Total

PY13 Budget	PY13 Contracts	PY13 Deobligations	PY13 Contracts including Deobligations	PY13 Vouchers Disbursed	PY13 Vouchers Paid	PY13 Vouchers that have not cleared	PY13 Obligations (Budget minus all vouchers made)	Budget Remaining
\$100,800.00	\$13,694.21	\$0.00	\$13,694.21	\$5,692.12	\$5,692.12	\$0.00	\$8,002.09	\$87,105.79

## Adult

PY13 Budget	PY13 Contracts	PY13 Deobligations	PY13 Contracts including Deobligations	PY13 Vouchers Disbursed	PY13 Vouchers Paid	PY13 Vouchers that have not cleared	PY13 Obligations (Budget minus all vouchers made)	Budget Remaining
\$72,000.00	\$12,084.29	\$0.00	\$8,304.29	\$4,100.12	\$4,100.12	\$0.00	\$7,984.17	\$59,915.71

## DW

PY13 Budget	PY13 Contracts	PY13 Deobligations	PY13 Contracts including Deobligations	PY13 Vouchers Disbursed	PY13 Vouchers Paid	PY13 Vouchers that have not cleared	PY13 Obligations (Budget minus all vouchers made)	Budget Remaining
\$28,800.00	\$1,609.92	\$0.00	\$1,609.92	\$1,592.00	\$1,592.00	\$0.00	\$17.92	\$27,190.08



## Linking Employers & the Workforce

Appendix 5 – Employer Services Metrics

# South Carolina Employer Service Metrics Report



South Carolina Department of Employment and Workforce Employment Services Division Date of Release: xx, xx, xxxx





## South Carolina Employer Service Metrics Report

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## **Employer Service Metrics Definitions**

## Measure #1 - Employer Served Rate

# # of Employers Served Total # of Employing Units

Small Businesses = 4 to 49 employees
Medium Businesses = 50 to 249 employees
Large Businesses = 250 employees or larger

*Employing Unit* = One employer may have multiple employing units (e.g. retail stores, fast food restaurants, etc.). Each store or worksite will be considered as one employer unit for the purposes of this measure.

## Measure #2 - New and Repeat User Contacts

- **New users** = any first time users during the specified quarter of the report
- Repeat users = any repeat users during an 18 month period

## Measure #3 - Positions Filled Rate

# # of Job Openings Filled Total # of Job Openings

# of Job Openings Filled = Number of SCWOS positions that have been filled from the jobs included in the denominator

Total # of Job Openings = SCWOS job positions created during a quarterly performance period

This measure will use **staff-assisted** job orders only.

## Measure #4 - Positions Filled within 30, 60, and 90 Days

The percentage of positions that are filled within the specified time frame (30, 60, and 90 days) based on the posting date of the job order in SCWOS. This measure will use **staff-assisted** job orders only.

# **Reporting Dates**

Measure	Date Ranges Used
Measure #1, #3,	<b>PY 2012 3</b> <sup>rd</sup> <b>Quarter =</b> 1/1/2013-3/31/2013
and #4	<b>PY 2011 3</b> <sup>rd</sup> <b>Quarter</b> = $1/1/2012-3/31/2012$
	(Year over year comparison)
Measure #2	PY 2012 3rd Quarter
	New Users = Services recorded only during 1/1/2013-3/31/2013
	Repeat Users = Services recorded in both of the following timeframes:
	10/1/2011-12/31/2012 AND 1/1/2013-3/31/2013
	PY 2011 3rd Quarter
	New Users = Services recorded only during 1/1/2012-3/31/2012
	Repeat Users = Services recorded in both of the following timeframes:
	10/1/2010-12/31/2011 AND 1/1/2012-3/31/2012

# South Carolina - Overview

Employer Service Metric		PY 2012 3 <sup>rd</sup> Quarter (Statewide)	PY 2011 3 <sup>rd</sup> Quarter (Statewide)	% Change
Measure #1 – Employer Served	Small Businesses			
Rate (p. 6-8)	Medium Businesses			
	Large Businesses			
Measure #2 - New and Repeat User	New Users			
Contacts (p. 9)	Repeat Users			
Measure #3 – Positions Filled Rate (p. 10)				
Measure #4 - Positions Filled	30 Days			
within 30, 60, and 90 Days (p. 11-12)	60 Days			
	90 Days			

# Measure #1 – Employer Served Rate

Small Businesses – 4-49 Employees					
LWIA	PY 2012 3rd Quarter	PY 2011 3rd Quarter	% Change		
Worklink					
Upper Savannah					
Upstate					
Greenville					
Midlands					
Trident					
Pee Dee					
Lower Savannah					
Catawba					
Santee-Lynches					
Waccamaw					
Lowcountry					
South Carolina					

## South Carolina Employer Service Metrics Report

N	Medium Businesses - 50-249 Employees					
LWIA	PY 2012 3rd Quarter	PY 2011 3rd Quarter	% Change			
Worklink						
Upper Savannah						
Upstate						
Greenville						
Midlands						
Trident						
Pee Dee						
Lower Savannah						
Catawba						
Santee-Lynches						
Waccamaw						
Lowcountry						
South Carolina						

## South Carolina Employer Service Metrics Report

Large Businesses – 250 Employees or Greater					
LWIA	PY 2012 3rd Quarter	PY 2011 3rd Quarter	% Change		
Worklink					
Upper Savannah					
Upstate					
Greenville					
Midlands					
Trident					
Pee Dee					
Lower Savannah					
Catawba					
Santee-Lynches					
Waccamaw					
Lowcountry					
South Carolina					

# Measure #2 - New and Repeat User Contacts

	New	Users	
	PY 2012 3 <sup>rd</sup> Quarter	PY 2011 3 <sup>rd</sup> Quarter	% Change
Worklink			
Upper Savannah			
Upstate			
Greenville			
Midlands			
Trident			
Pee Dee			
Lower Savannah			
Catawba			
Santee-Lynches			
Waccamaw			
Lowcountry			
South Carolina			
	Repea		
	PY 2012 3rd Quarter	PY 2011 3 <sup>rd</sup> Quarter	% Change
Worklink			
Upper Savannah			
Upstate			
Greenville			
Midlands			
Trident			
Pee Dee			
Lower Savannah			
Catawba			
Santee-Lynches			
Waccamaw			
Lowcountry			
South Carolina			

# **Measure #3 – Positions Filled Rate**

LWIA	PY 2012 3 <sup>rd</sup> Quarter	PY 2011 3 <sup>rd</sup> Quarter	% Change
Worklink			
Upper Savannah			
Upstate			
Greenville			
Midlands			
Trident			
Pee Dee			
Lower Savannah			
Catawba			
Santee-Lynches			
Waccamaw			
Lowcountry			
South Carolina			

## Measure #4 - Positions Filled within 30, 60, and 90 Days

	30 Day 1	Fill Rate	
		PY 2011 3rd Quarter	% Change
Worklink			
Upper Savannah			
Upstate			
Greenville			
Midlands			
Trident			
Pee Dee			
Lower Savannah			
Catawba			
Santee-Lynches			
Waccamaw			
Lowcountry			
South Carolina			
	60 Day 1	Fill Rate	
	PY 2012 3rd Quarter	PY 2011 3rd Quarter	% Change
Worklink			
Upper Savannah			
Upstate			
Greenville			
Midlands			
Trident			
Pee Dee			
Lower Savannah			
Catawba			
Santee-Lynches			
Waccamaw			
Lowcountry			
South Carolina			

## Measure #4 - Positions Filled within 30, 60, and 90 Days

90 Day Fill Rate			
	PY 2012 3rd Quarter	PY 2011 3rd Quarter	% Change
Worklink			
Upper Savannah			
Upstate			
Greenville			
Midlands			
Trident			
Pee Dee			
Lower Savannah			
Catawba			
Santee-Lynches			
Waccamaw			
Lowcountry			
South Carolina			



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